

# 606 Online Service Standards

## Purpose

1. Community College Gippsland (CCG) provides a range of courses that are sometimes offered through a blended delivery model of online and face to face training dependent on the course.
2. Course information, including delivery mode can be found on the CCG website.
3. The following service standards provide the framework for CCG's online delivery model to ensure the students receive a quality learning experience.

## Student Support

4. When a course is offered remotely online, CCG offers the following support services to students who are completing a component of their course remotely online by providing:
  - a. **Trainers/assessors**
    - Available for support and assistance with learning and assessment by phone, email and online discussion as timetabled for each individual course and agreed between the students and trainers.
    - Will reply to queries within 24 hours (dependent on the timetabled structure of the individual course) and assessment feedback for tasks submitted will be provided within 7 days.
    - Online group class sizes will be restricted to approximately 15 students to each trainer/assessor.
  - b. **General administrative support**
    - Available by phone and email between 8.30am and 4:30pm Monday to Friday.
    - Will reply to queries within 48 hours.
    - IT support will be provided for technical queries as soon as possible.
  - c. **Support services.**
    - Counselling services are available by appointment in person or via video conference.
    - Literacy and numeracy support is available by appointment.

## Student Entry Requirements and Induction

5. CCG conducts a comprehensive Pre-Training Review for all prospective students prior to enrolling into a course to determine whether the course is suitable and appropriate for their individual needs.
6. This will include assessment of literacy and numeracy levels and digital literacy capabilities, by:
  - Completion of the Online Literacy and Numeracy program LLN Robot (completion requires a laptop or PC and must have access to sound). The program is not compatible with mobile phones or iPads/tablets.
  - Discussion of previous skills and experience, pathways and course expectations
  - Reviewing appropriate learning methods for the individual
  - Reviewing digital literacy levels

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7. CCG uses a learning management system (LMS) for online course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:
  - A device with a minimum of 8GB memory and 1.5Ghz processor.
  - Microsoft Windows 8 and above or Mac OS version 10 and above.
  - Web-based content is available on handheld devices including mobile phones and tablets.

## Learning Materials

8. CCG provides remote online learning and assessment materials that are presented in a variety of formats, including:
  - Hardcopy downloads
  - Graphics, Video, Audio
  - Interaction through discussion forums and webinars
9. The principles of the Web Content Accessibility Guidelines 2.0 are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable, and robust.

## Student Engagement

10. CCG trainers and assessors will regularly monitor your participation, engagement and progression throughout the remote online delivery classes.
11. Collaborative learning opportunities will be provided so that you can interact with peers, through:
  - discussion forums
  - webinars
12. Ongoing feedback will be provided as you study through:
  - interaction with trainers/assessors in scheduled video or in person meetings and informal discussion forums.
  - in response to individual queries and in relation to tasks completed by the student.
13. We will contact you if you have not logged on within 2 months of the course commencement date.
14. If you have not logged on within 2 months of the course commencement date and do not respond after 5 attempts at contact, you will be deemed to have withdrawn from the course.

## Mode and Method of Assessment

15. CCG requires a minimum of two forms of assessment tasks for each unit of competency.
16. Dependent on the course the main types of assessment will include:
  - Knowledge questions
  - Projects
  - Case studies
  - Demonstration of practical skills
  - Portfolios
  - Assignments

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17. CCG will implement the use of video technology (dependent on the course) where you are asked to demonstrate competency in practical skills and cannot complete the task face to face.

## Trainers and Assessors

18. CCG's trainers and assessors delivering remote online courses are experienced in online delivery and have undertaken professional development in online delivery, which includes:
- Participation in staff training in developing online materials specific to their course.
  - Team meetings to share information and ideas for continual improvement.
  - Individual access to the IT Department from Monday to Friday 8.30am to 4.30pm to assist in course content development improving resources.

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