



# Online Services and Support

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## Purpose

The Online Services and Support Policy set out in this document are drawn from the model of the Department of Education and Training Victoria's Online Service Standards. These standards include the minimum items to be included in an organisations online service standard (as prescribed under CN 2020-04 {Training and Skills Higher Education}).

## Scope

The scope of this policy identifies and addresses the following online service standards:

- Student Support
- Student Entry requirements and induction
- Learning Materials
- Student Engagement
- Mode and Method of Assessment
- Trainers and Assessors

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# Policy Statement

Numurkah Community Learning Centre offers Certificate III in Education Support delivered online. We are committed to providing a high quality learning experience for students and these online service standards explain our commitment.

## Standard 1

### Student Support

NCLC will provide support to students via email, telephone, face-to-face or written methods of communication. NCLC will provide the following support to students needing to access any aspect of their course via our LMS:

### Trainers/assessors

- Will inform students at the commencement of the course of trainer/assessor availability for queries and methods of contact as required throughout the duration of the course. Students will be notified of any changes as soon as they become apparent.
- Will reply to queries within 48 hours
- There will be a maximum of 12 students per trainer/assessor for each course

### Administrative and IT Support

- Will be available for queries by phone and email between 9:00am and 3:00pm Monday to Friday
- Will reply to queries within 24 hours

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## Support Services

- Support services are available by appointment between 9:00am and 3:00pm Monday to Friday.
- Students will undertake an introduction class in the use of Google Classroom.

## Standard 2

### Student Entry Requirements and Induction

NCLC conducts thorough pre-training reviews and LL&N assessments for all potential course participants. Digital literacy is included in the PTR and they will be asked to demonstrate their level of proficiency.

Supported browsers for Google for Education are:-

#### *Desktops/Laptops*

- Chrome
- Firefox
- Safari
- Microsoft Edge
- Internet Explorer

#### *Mobile*

- Safari
- Chrome

*Mobile Apps are also available for easy access to:*

- Classroom
- Gmail

To ensure the student has the most up to date browser they can check on line with <https://whatsmybrowser.org>

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A guide to the use of Google for Education is available in Google Classroom - Student Guide - Classroom Support

## Standard 3

### Learning Materials

NCLC provides learning and assessment materials to cover the requirements of a unit of competency to enable competency to be achieved.

The learning materials are provided in a variety of formats to engage with online learners and include:

- Instructions
- PowerPoint presentations
- Images/Graphics
- Videos
- Forums and webinars
- Printed manuals and handouts

The principles of the Web Content Accessibility Guidelines (Version: 2.0) are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable and robust. NCLC offers alternative arrangements for students who have specific needs which cannot be met in an online setting.

## Standard 4

### Student Engagement

- It is the responsibility of students to engage meaningfully in their online learning and to inform NCLC of any absences or issues they may have.
- NCLC will provide support to students in both online and face to face (where possible) at the commencement of the course and continuing as required

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- NCLC will monitor student participation and work alongside students to assist progress through the course.
- Feedback will be provided to students via:
  - Online class sessions
  - Email, telephone
  - Forums
- Where students have not logged on in a thirty day period, NCLC will contact them to ascertain continuity
- If students continue to remain disengaged two months after contact has been made, NCLC will withdraw them from the course

## Standard 5

### Mode and Method of Assessment

Forms of assessment will include a minimum of at least two of the following:

- Knowledge questions
- Quizzes (Kahoot)
- Projects
- Assignments
- Practical placement
- Third party reports
- Observation/demonstration of skills

## Standard 6

### Trainers and Assessors Skills and Experience

All trainers and assessors delivering online training at NCLC must hold formal qualifications in training and assessment, have relevant IT and Google for Education experience and participate in professional development in online delivery including:

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- Participation in online forums and communities of practice where ideas for online delivery are shared and opportunities for improvement are explored
- Trainer and Assessor meetings

Support is provided by other staff within the organisation who has training and knowledge in online systems.

**Access to NCLC Online Service and Support Policy is available on our website as prescribed by the Department of Education and Training**

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