

ONLINE SERVICE STANDARDS FOR STUDENTS

North Ringwood Community House utilises Moodle as a tool for sharing course resources and Zoom for online classroom delivery.

North Ringwood Community House is committed to providing a quality learning experience for students and these online service standards explain our commitment to students in key areas.

Student support

North Ringwood Community House will provide the following support to students studying any aspect of their program online:

Skills First Teachers:

- Will be available for queries about learning and assessment by phone, email and online chat for the duration of the course
- At the end of Zoom teaching session teacher is available for additional support
- Students can request one-on-one Zoom support from teacher
- Will be able to answer questions during the scheduled face-to-face classes for each unit

Administrative/Technical Support:

- Will be available by phone or email between 9am and 3pm Monday to Friday
- Will reply to queries and requests for technical support within 48 hours

Support Services:

- Course coordinators are available by appointment to discuss any concerns or requests for additional support

Student entry requirements, induction and technical requirements

North Ringwood Community House conducts a comprehensive Pre-Training Review for all prospective students to determine whether the course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your digital literacy, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required

All students are required to use the Moodle platform to access course resources and have access to Zoom for online classroom delivery. The following are the minimum information technology requirements to enable optimal access to the Student Portal:

- A device with a minimum of 5GB memory and 1Ghz processor
- Microsoft Windows 8 and above or Mac OS version 10 and above

Web-based content is available on hand held devices including mobile phones and tablets.

Learning materials

North Ringwood Community House ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Zoom online learning sessions
- Guided content
- Video
- Audio
- Interactive through discussion forums

Student engagement

North Ringwood Community House provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

Collaborative learning opportunities will be provided so that you can interact with peers, through

- discussion forums
- online class discussions in break out rooms
- webinars

Ongoing feedback will be provided as you study through

- interaction with Skills First teachers in informal discussion forums
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 2 months of the course commencement date.

Students who have not logged on within 2 months of the course commencement date that do not reengage after 5 attempts at contact will be deemed to have withdrawn from the course.

Mode and method of assessment

The method of assessment for each unit will be a combination of at least two of the following:

- Demonstration/observation of practical skills
- Written assessment task
- Work placement/ practical tasks (where specified)
- Third Party reports

Written theory assessments are to be submitted in person or emailed to the Teacher. All other assessments will take place in either the classroom, virtual classroom or the workplace.

Skills First Teachers

All teachers delivering online courses at North Ringwood Community House are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- internal professional development in delivery and assessment
- participation in staff reference group of online teachers, who meet and share ideas for improvement

Teachers also undertake ongoing development, including participation in teacher meetings to discuss and share ideas for improvement of delivery.