

## Online Service Standards

### **MOUNTAIN DISTRICT LEARNING CENTRE (MDLC) – ONLINE SERVICE STANDARDS**

MDLC offers a range of courses that can be delivered partly online utilising a flexible and remote delivery approach or through using a virtual participation mode of delivery. We are committed to providing a quality learning experience for students studying online and these online service standards explains our commitment to students in key areas.

#### **STUDENT SUPPORT**

MDLC will provide the following support to students studying any aspect of their course online:

Trainers/Assessors:

- Available for Zoom Classroom Meetings as per each individual course schedule
- Available for queries about learning and assessment via a range of methods including phone, email, Facebook, Facetime, Google classrooms for the duration of the course/module.
- Will reply to queries within 24 hours and assessment outcomes will be returned within 7 days
- There will be a maximum of 15 students to each trainer/assessor for each course or less as documented within the Training and Assessment Strategy.

Administrative Support:

- Available by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours.

ICT Support helpdesk for technical queries:

- Available via phone, email and online chat between 9.00am and 5:00pm Monday to Friday
- Will reply to queries within 48 hours.

Support services:

- Youth Support Services are available by appointment between 9:00am and 3:00pm Monday to Friday, in person or via video conference.

#### **STUDENT ENTRY REQUIREMENTS AND INDUCTION**

MDLC conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This 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.

MDLC utilises online platforms such as Zoom and Google Classrooms to meet flexible and remote delivery requirements. The following are the minimum information technology requirements to enable optimal access:

- Internet connection
- Laptop, tablet or mobile phone
- Microsoft Windows 8 and above or Mac OS version 10 and above.

#### **LEARNING MATERIALS**

MDLC ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums



### **STUDENT ENGAGEMENT**

MDLC 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. Learning opportunities will be provided so that you can interact with peers, through:

- Discussion forums
- Zoom Classroom Meetings
- Google Classroom

Ongoing feedback will be provided as you study through:

- Interaction with trainers/assessors 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**

A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment may include:

- Knowledge questions
- Projects & Assessment Tasks
- Case studies
- Demonstration of practical skills. Where students are asked to demonstrate competency in practical skills, video technology will be used.

### **TRAINERS AND ASSESSORS**

All trainers and assessors delivering online courses at MDLC are experienced in flexible and remote delivery and have undertaken professional development which includes but is not limited to:

- Participation in staff preparation and planning to deliver flexible and remote learning
- Weekly meetings to share ideas for improvement.