

## Online Service Standards

### Issue/ Amendment/ Compliance Status

Compliance Instrument/s	Reference
Skills Frist Program	Clause 1.3 (f) of Schedule 1 Clause 4.3 (c)(iii) of Schedule 1, 4.4 (d) of Schedule 1, 6.3 of Schedule 1 Clause 7.4 of Schedule 1

Version	Description of Changes	Date of Change	Change Made By	Approving Authority
1.0	Developed the standard	04/05/2021	RCC	GM
1.1	Updated standards. Added 'Scope' and placed a heading of 'Procedure'	17/05/2022	RCC	GM
1.2	Reviewed policy. Update punctuation & 'STUDENT ENTRY REQUIREMENTS AND INDUCTION'. Added 'Intent'.	16/05/2023	RCC	GM
1.3	Reviewed policy. Updated 'Issue/ Amendment/ Compliance Status', 'Learner Support', 'Administrative Support', 'IT support helpdesk for technical queries', 'Learner entry requirements and induction', 'LEARNING MATERIALS', and 'MODE AND METHOD OF ASSESSMENT'.	29/05/2024	RCC	GM
1.4	Updated legal name from Julie Reid Management Pty Ltd to Personnel Group Training and Recruitment PTY LTD and updated General Manager to Operations Manager	16/01/2025	OM	OM

# Online Service Standards

Please note that Personnel Group Training and Recruitment PTY LTD trading as MP Training and Recruitment is referred to as 'MP' for the purpose of this document.

## Intent

MP offers courses delivered partly or wholly online, to enhance the learning experience and provide a more flexible mode of study. The following standards outline what can be expected when engaging with our online learning and/or assessment activities.

## Scope

This policy applies to trainers, assessors, administration officers, management staff and learners.

## Procedure

MP offers a range of programs that can be delivered party or wholly online. We are committed to providing a quality learning experience for learners studying online and these online service standards explain our commitment to you in key areas.

MP has several measures to ensure the online learning experience for learners is the same level of quality as other modes of delivery.

These online service standards help learners to make an informed choice about which delivery mode and training provider will suit their individual needs and best help them to achieve the outcomes they seek from training.

### Learner Support

MP will provide the following support to learners studying any aspect of their program online:

- Trainers: Available for queries about learning and assessment by phone, email, and online chat for four hours a week for the duration of the program/subject.
- Will reply to queries within forty-eight hours and return assessments to learners within ten business days from the assessment due date.
- There will be a maximum of fifty learners to each trainer/assessor for each program.

### Administrative Support

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

### IT support helpdesk for technical queries

- Available via phone, email, and online chat between 10:00am and 4:00pm Monday to Friday
- Will reply to queries within forty-eight hours.

### Support services.

- MP has a learning support officer who is available by appointment, in person or via video conference.

### Learner entry requirements and induction

MP conducts a comprehensive Pre-Training Review for all prospective learners to determine whether a program is suitable and appropriate for their individual needs by:

- completing a Literacy and Numeracy check (Only for potential learners who have not successfully completed a qualification at the same level or higher than the qualification they are applying for).
- discussing the enrolment quiz outcomes and making recommendations about whether the program is suitable and identifying additional support where required

This includes an assessment of digital literacy.

MP uses a learning management system (LMS) for online program delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:

- a laptop, the internet and sufficient IT skills to access and use Dropbox, Kajabi (known as the Learning Platform) and Catapult (known as the Learner Platform). Also, relevant software and social media applications.
- Microsoft Windows, including Microsoft Word or equivalent word processing software.

Web-based content is available on hand-held devices including mobile phones and tablets. An introductory module and Frequency Asked Questions (FAQs) on the LMS.

### **LEARNING MATERIALS**

MP 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 and webinars.

The principles of the Web Content Accessibility Guidelines are applied to our learning materials by ensuring that they are: perceivable, operable, understandable, and robust.

MP uses Catapult as a learning portal – there resources and learner management system are designed to be compatible with assistive technologies (both hardware and software) as laid out by the Web Content Accessibility Guidelines 2.0 Level AA guidelines. Many of these features are implicit (i.e. naturally always present) in Catapults content, while others can be activated or tailored to suit individual learners' specific needs. Catapult's resources are also designed for use by screen-reader software.

### **LEARNER ENGAGEMENT**

MP provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your program.

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

Ongoing feedback will be provided through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to the tasks you complete.

We will contact you if you have not logged on within four weeks of the program commencement date.

You will be deemed to have withdrawn from the program if you:

- have not logged on within six weeks of the program commencement date; and
- after making five attempts at contact, you do not reengage with us.

### **MODE AND METHOD OF ASSESSMENT**

A Learner Assessment Guide (LAG) will be used for each subject.

Forms of assessment will include:

- knowledge questions and evidence portfolio
- projects and activities
- case studies
- demonstration of practical skills.

We will use video technology to demonstrate your competency in practical skills.

### **TRAINERS**

All Trainers and Assessors delivering online programs at MP will participate in a staff reference group of online trainers and assessors who meet and share ideas for improvement.