

6. Online Service Standards

Governing policy:	TRAINING AND ASSESSMENT	
Associated Documentation	2018-19- VET Funding Contract Skills First Program- Clause 1.4 (d) of Schedule 1 Contract Notification CN2018-Online Service Standards dated February 2018 Web Content Accessibility Guidelines (WCAG) 2.0 Assessment Tools and Learning Resources Conducting Assessments Student Portal Instructions Support Services Student Handbook Policy Manual	
Records:	Student Files	
Definitions:	Nil	
Approval date: 28/11/2018	Implementation Date: 28/11/2018	Approved by: CEO
Next review date: 28/11/2019		

Online Service Standards - Procedure

Parker Brent provides courses for people working in the Building and Construction Industry as well as those seeking a career change at various locations across Melbourne. To ensure students gain a valuable and quality learning experience, Parker Brent offer face to face classes with access to resources and the ability to submit assessments online via the Student Portal. The online service standards will be made available through publication via the Parker Brent website to prospective and current students at Parker Brent who will be or currently are enrolled in courses where there may be some training material delivered online. The standards explain our commitment to students in key areas as follows:

	Action	Action by	By when	Notes
1	Student Support	Trainer/Assessor Student/Trainer Liaison Officer Student Services Officer Marketing Manager	Before training starts Ongoing	<p>Parker Brent will provide the following support to all students who have any online based delivery and/or assessment:</p> <ul style="list-style-type: none"> • Trainers/Assessors (Teachers) <ul style="list-style-type: none"> - Will be available for queries about learning and assessment by phone and email for the duration of the course between 9am and 5pm Monday to Friday (excluding public holidays and scheduled office closures). - Will reply to any queries within 24 hours - Will assess/mark and provide feedback on student assessments and return completed assessment tasks to students within 14 days • Student/Trainer Liaison Officer <ul style="list-style-type: none"> - Go out to visit classes and trainers on a regular basis to obtain feedback and conduct surveys for continuous improvement - Will be available to support students by phone or email between 9am and 5pm Monday to Friday - Will respond to any queries within 2 business days • Student Services Officer <ul style="list-style-type: none"> - Counselling services will be available in person, by phone, email or PB website pop up widget between 9am and 5pm Monday to Friday - Will respond to all requests within 2 business days • Marketing Manager <ul style="list-style-type: none"> - Will be available for queries regarding new enquiries and information about Parker Brent courses via the PB website pop up widget between 9am and 5pm Monday to Friday.

	Action	Action by	By when	Notes
				<ul style="list-style-type: none"> - Will ensure class sizes are no larger than 25 students to each trainer/assessor - Will be available to support students by phone or email between 9am and 5pm Monday to Friday (excluding public holidays and scheduled office closures) - Will reply to any queries within 2 business days
2	Student entry requirements and induction	Sales Consultants Marketing Manager	Prior to commencement	<p>Parker Brent will only accept applications from prospective students who are working within the building and construction industry as well as those seeking a career change. Parker Brent conducts a comprehensive Pre-Training Review (PTR) for all prospective students prior to enrolment to determine whether a course is suitable and appropriate for their individual needs.</p> <p>In addition, prospective students will undertake an online Language, Literacy and Numeracy (LLN) evaluation prior to commencing the training to determine whether a course is the most suitable and appropriate for their individual needs. As part of the Pre-Training Review and LLN evaluation, Parker Brent will include assessment of your level of digital literacy, by:</p> <ul style="list-style-type: none"> • Asking the student to complete questions regarding their current digital literacy capability • Undertake an online based LLN evaluation (using the LLN Robot via an internet browser) • Discuss the PTR and LLN evaluation results with each student, make recommendations about the suitability of the course and determine the areas in which the learner may need support and tailor the training specific to the student's needs. • Ensure students have access to a desktop computer or laptop with a reliable internet connection to complete the online LLN evaluation as well as be able to submit assessments via the student portal • Ensure students have the ability to use Microsoft Office and Adobe programs to access training and assessment materials via their student USB or via the student portal

	Action	Action by	By when	Notes
				<p>Even though Parker Brent does not utilise a Learning Management System (LMS) for online course delivery, we have a Student Portal where students can access resources and submit assessments.</p> <p>The Student Portal is accessible via the website where students can access and download all resources and Learning Activities and Assessment Tasks for each unit once they commence their course. The student portal is available on any device with internet connectivity. Students will require access to a desktop computer or laptop in order to submit and download assessment tasks successfully. Students will require access to the internet to use the Student Portal. Student Portal Instructions are provided to students on the first night of class. Refer to the FAQs located on the Parker Brent website at:</p> <p>https://www.parkerbrent.com.au</p> <p>Once a student application has been processed , they will be sent an enrolment confirmation email outlining:</p> <ul style="list-style-type: none"> • Course start date • Training days • Class location • Trainer name and contact details • Delivery Schedule • Invoice of fees and statement of fees • Useful information and support services • Instructions on how to log onto the student portal (Marketing Manager attends classes on the first night of class to support students in logging into the student portal for the first time) • Students must have reasonable internet speed (more than 1Mbits/sec upload and download) and be able to download various attachments. <p>The student portal is accessible through the Parker Brent website on all internet browsers (Internet Explorer or Google Chrome) however, not accessible via a mobile phone, IPAD or tablet.</p>

3	Learning materials	Marketing Manager	Upon course commencement	<p>Parker Brent provides students with the ability to access materials and learning resources which will enhance their online and face to face learning experience. Parker Brent ensures that resources are presented in a variety of formats, including:</p> <ul style="list-style-type: none"> • Soft copy/editable documents • Graphics • Video • Audio <p>Parker Brent meets the high level principles of the Web Content Accessibility Guidelines such as:</p> <ul style="list-style-type: none"> • Perceivable- information and user interface components must be presentable to users in ways they can perceive. <p>Parker Brent provide video, images and written content for learning materials for students to access via their student USB and the student portal.</p> <ul style="list-style-type: none"> • Operable- User interface components and navigation must be operable <p>Parker Brent ensure that all learning materials and content is accessible via a keyboard, mobile or tablet device however, uploading documents requires access to a computer.</p> <ul style="list-style-type: none"> • Understandable- Information and the operation of user interface must be understandable. <p>Parker Brent ensure that all text content, videos and images are readable and understandable. The student portal has pages that appear and operate in predictable ways as well as identifies errors if an error is detected which aids the learner experience.</p> <ul style="list-style-type: none"> • Robust- Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. <p>Parker Brent ensure that the user interface of the student portal and website are operable, readable and understandable for a range of user agents.</p>
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4	Student engagement	Trainer/Assessor Student/Trainer Liaison Officer Student Services Officer	During training period	<p>Parker Brent provides an online learning experience that is both engaging and interactive. Parker Brent will monitor student participation and ensure that each student is progressing through their course.</p> <p>Parker Brent provides students with ongoing feedback throughout their studies by:</p> <ul style="list-style-type: none"> • Interaction with trainers/assessors in face to face classes and via phone and email regarding their assessment outcome or guidance on further assistance of activities or assessment tasks where required. • Industry Expert in the office that can assist students via phone or email with their assessments as well as provide support in the application for their Builders Registration to the VBA. <p>Parker Brent will contact students who have not attended classes or logged onto the Student Portal within 2 weeks of course commencement. Students that have not attended classes or submitted assessments within 2 weeks of the proposed completion date (of that unit) then office staff will commence the withdrawal process.</p>
5	Mode and method of assessments	Trainer/Assessor	During & after training ends	<p>A minimum of two different forms of assessment will be used for each unit of competency. Forms of assessment will include:</p> <ul style="list-style-type: none"> • Knowledge questions • Written tasks • Research tasks • Projects • Role plays • Third party reports • Demonstration of practical skills (workplace observation or via the simulated work environment) <p>Where students are asked to demonstrate competency in practical skills, the trainer/assessor and manager/supervisor will need to observe students through direct and indirect observation by undertaking tasks in the workplace, classroom or on a building site.</p>

6	Details of trainer and assessor skills and experience in online delivery	Trainer/Assessor	During & after training ends	<p>All trainers and assessors delivering or assessing online courses at Parker Brent are experienced in online delivery and assessment and have undertaken professional development in online delivery and assessment, which includes:</p> <ul style="list-style-type: none"> • Participation in trainer workshops which are held twice per year at the Parker Brent head office where they can meet and share ideas for improvement. The Marketing Manager and Training Manager provide assistance and demonstrations of the Student Portal functionality. • Participation in externally lead professional development sessions for online delivery.
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Guiding notes: **Action** should be logical, task-based & sequential; **Action by** is the person responsible for carrying out the task; **By when** ought to be specific in terms of when the action should be carried out; and the **Notes** column is for additional information that might be useful