

6. Online Service Standards

Governing policy:	TRAINING AND ASSESSMENT	
Associated Documentation	2022 Standard VET Funding Contract Skills First Program- Clause 1.3 (f) of Schedule 1 Contract Notification CN2021-18 Online Service Standards dated 14 December 2021 Web Content Accessibility Guidelines (WCAG) 2.0 Assessment Tools and Learning Resources Conducting Assessments Support Services Student Handbook Policy Manual	
Records:	Student Files	
Definitions:	Nil	
Approval date: 13/10/2022	Implementation Date: 13/10/2022	Approved by: CEO
Next review date: 13/10/2023		

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 via an online learning platform in real time in Melbourne. To ensure students gain a valuable and quality learning experience, Parker Brent offer classes in real time that are trainer led two nights per week with access to resources and the ability to submit assessments online via the Learning Management System (LMS). 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 Training Administration Officer Training Manager Enrolments Manager Enrolments Officer	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 ● Training Manager and Training Administration Officer <ul style="list-style-type: none"> - 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. - Will follow up student attendance and assessments on a regular basis. - Counselling services will be available in person, by phone, email or PB website pop up widget between 9am and 5pm Monday to Friday - Go out to visit classes and trainers on a regular basis to obtain feedback and conduct surveys for continuous improvement ● Enrolments Manager and Enrolments Officer <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 or responses to advertising via social media 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 25-30 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	Enrolments Manager Training Manager Training Administration Officer	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 Learning Management System (LMS). ● Ensure students have the ability to use ZOOM platform, Microsoft Office and Adobe programs to access training and assessment materials via the Learning Management System (LMS).

	Action	Action by	By when	Notes
				<p>Parker Brent uses a Learning Management System (LMS) for online course delivery where students are able to access and download all resources, watch videos, participate in learning activity quizzes and complete and submit assessment tasks for each unit of competency of the course. The LMS 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. The LMS is also available via mobile devices however, is not used to submit any assessment tasks. Students will require access to the internet to use the LMS. Students are provided their login details prior to course commencement. The Training Manager and/or Training Administration Officer also provides instructions and a demonstration on how to use the LMS during the induction which is conducted 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>The Learning Management System (LMS) is accessible via the following link which is provided to students prior to course commencement:</p> <p>https://parkerbrent.litmos.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 ● ZOOM link for classes ● LMS login details ● 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 Learning Management System (Training Manager/Officer attends classes on the first night to support students in logging into the LMS for the first time). ● Students must have reasonable internet speed (more than 1Mbits/sec upload and download) and be able to download various attachments.

	Action	Action by	By when	Notes
				The LMS is accessible via a separate Parker Brent link provided to students and can be accessed using all internet browsers and mobile phone devices.

3	Learning materials	Training Manager and Business Analyst	Upon course commencement	<p>Parker Brent provides students with the ability to access materials and learning resources which will enhance their online 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 ● Interaction through discussion forums <p>Parker Brent ensure the high level principles of the Web Content Accessibility Guidelines are applied to learning materials by:</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 Learning Management System (LMS).</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 Learning Management System 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>
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				<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 Learning Management System (LMS) and website are operable, readable and understandable for a range of user agents. The Training Manager/Officer provides a demonstration to students of how to utilise the technology as part of the induction process.</p>
4	Student engagement	Trainer/Assessor Trainer Administration Officer Training Manager Enrolments Manager Enrolments Officer	During training period	<p>Parker Brent provides an online learning experience that is both engaging and interactive with use of the learning activity quizzes and achievements where students can accumulate points based on regular class attendance and submission of assessments. Parker Brent will monitor student participation and ensure that each student is progressing through their course with regular phone calls/emails from the Trainer/Assessor and the Training Administration Officer. The Learning Management System also provides students with a collaborative learning opportunity where they can interact with their peers through discussion forums.</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 online learning (real time) classes via ZOOM platform 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 Learning Management System (LMS) within 2 weeks of course commencement. Students that have not attended classes or submitted assessments within 2-3 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 ● 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 in real time via ZOOM 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 Business Analyst and Training Manager provide assistance and demonstrations of the Learning Management System (LMS) and ZOOM platform functionality. ● Participation in externally lead professional development sessions for online delivery such as completion of TAEDEL501- Facilitate E Learning.

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