

SKILLINVEST LIMITED – ONLINE SERVICE STANDARDS

Skillinvest offers a range of courses that can be delivered partly or wholly online. Skillinvest is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

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

If students have a question, in the first instance they should post it in the general forum, other students may be able to help.

Teachers

Teachers will be available for queries about learning and assessment by email

If students need help from the teacher, they can be contacted via email or phone. The teacher's contact details are available at the start of each unit. Teachers will reply to queries within 24 hours.

Administrative Support

The Administrative Officer will be available for queries by phone and email between 9:00am and 4.30pm Monday to Thursday.

The Administrative Officer will reply to queries within 48 hours

IT support helpdesk for technical queries

The IT Administrator will be available via phone and email between 10:00am and 4:00pm Monday to Friday.

The IT Administrator will reply to queries within 48 hours

Support services

A counselling service is available by appointment between 9:00am and 4.30pm Monday to Friday, in person on site at Longerenong College or via phone.

Library Services

The Longerenong library has an extensive collection of books, DVDs and other useful material. As a flexible delivery student, access is provided to these resources and students are encouraged to use them, if required. Materials can be borrowed by visiting the library in person or by contacting the librarians via phone, email or fax. Where materials are sent by mail, the College will cover the cost of postage for sending, but the user will need to pay the postage for returning items. Books and other materials can also be purchased from the library, and this is often at a cheaper price than retail stores. For further information, please contact the Longerenong College librarians.

Phone: 03 5362 2236

Fax: 03 5362 2213

Email: longylib@longy.com.au

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Skillinvest conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for the student's individual needs. As part of the Pre-Training Review, we will include assessment of the student's level of digital literacy, by asking students to undertake a pre-training review and a quick quiz.

Skillinvest will discuss the pre-training review with the student and make recommendations about whether the course is suitable for them, and identify additional support which may be required.

Skillinvest uses a learning management system (LMS) for online course delivery. Students will be given access to units that they have enrolled in and paid for. A username and temporary password will be supplied by Longerenong College prior to starting the course.

Access will be via a URL provided with login details. Students will initially access the module “Getting Started with E Learning” which provides information to the student on all aspects of using the LMS and the support available.

The following are the minimum information technology requirements to enable optimal access to the LMS:

- A device with a minimum of 8GB memory and 1.5Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.

LEARNING MATERIALS

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

- Readings
- Resources – web links and PDF documents
- Activities

STUDENT ENGAGEMENT

Skillinvest provides an online learning experience that is engaging and interactive. We will monitor student participation and ensure that students continue to progress through their course.

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

- discussion forums
- news forums
- webinars.

Social Media is encouraged for fellow students to connect to discuss a topic. Students can create social media space on a given platform and communicate to group members to support each other throughout the course.

- [Facebook](#): Create a group for your class
- Create a group on [Google Plus](#)
- [Flicker](#): Share Photos

While the College does not create these social media groups, we encourage one person from the class to organise a social media platform and invite the class to join the group and post a link to the page in the General Forum so others can find the page.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors via email
- in response to individual queries and in relation to tasks you complete
- due dates are enforced and students will be contacted if they are late in their submissions

MODE AND METHOD OF ASSESSMENT

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

- knowledge questions
- case studies
- demonstration of practical skills

Where students are asked to demonstrate competency in practical skills, video technology will be used.

There are two ways to submit assessments depending on the assessment type. The first is auto submitted by completing the activities section such as quizzes.

The second type is where students need to upload their assessment to the LMS. These assessments will be graded by the teacher and results posted at a later date.

Where assessment tasks cannot be completed by the due date, students are required to contact the unit teacher in writing prior to that date.

Reasons for extension applications must be legitimate and timely. Medical certificates are required if the grounds are medical in nature. Poor time management and social activities are not valid or legitimate reasons for extensions.

In the case of a legitimate emergency, the student, a friend or family member should contact the College to advise of the mitigating circumstances as soon as possible. In such cases allowances can usually be made, but it is important that teachers are informed of the situation.

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at Skillinvest are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Completion of online training workshops
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.