

# ONLINE SERVICE STANDARDS

South West TAFE is committed to providing future focused education that creates a lifetime of opportunity and employability. We achieve this by being people focused, putting our customer first and tailoring our approach so every learner is successful. Providing the opportunity to study online supports this.

South West TAFE offers a range of courses that use online learning to enhance the student experience and provide access in varying degrees to the most up to date content and learning. We are committed to students studying online.

## STUDENT SUPPORT

Providing quality, timely support to our students is an important part of student success. When studying online, following your enrolment, you will be provided with appropriate contact details for a variety of support services offered by South West TAFE. Commitments include:

### *Our Trainers/Assessors*

- Being available to respond to queries about learning and assessment by phone, email, online forums and/or online messaging on their scheduled working days for the duration of the course/unit.
- Replying to queries within 24 hours during normal business hours and provide assessment feedback within 10 business days of the assessment being submitted.

### *Administrative Support*

- Being available for queries by phone and email between 9:00am and 5:00pm Monday to Friday excluding public holidays and Institute close down periods such as Christmas and Easter.
- Replying to queries within 24 hours during normal business hours.

### *A range of Support Services being available including*

- Library services. Contact details and opening hours are available [here](#).
- Access to “*Your Tutor*” which is a real time online learning support service. Information about “*Your Tutor*” will be available on enrolment.
- An extensive Student Hub comprising an Education Pathways, Student Wellbeing, Disability Support, Learning Support and Koori Liaison. All students have access to these services either face to face on campus, or via phone and email to remote students. Relevant information and contact details are available [here](#).

## STUDENT ENTRY REQUIREMENTS AND INDUCTION

South West TAFE conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, applicants make a self-assessment of their digital skills and ability to access and navigate online training. To support this self-assessment, your level of digital literacy and ability to navigate online will be assessed via the online LLN review.

Any identified issues that may impact on your ability to study online will be discussed with you prior to enrolment. This review will make recommendations about whether the course is suitable for you and identify any additional support where required.

### *SWTAFE Online*

South West TAFE's principle learning management system (LMS) for online course delivery is Moodle based and known as **SWTAFE Online**. **SWTAFE Online** sometimes contains links to external learning management systems to provide students with the best resources available. South West TAFE works with these learning management system providers to ensure the best possible connectivity and ease of use however we cannot guarantee the stability of their platforms. Where an external learning management system fails to meet the requirements of our Service Standards an alternative option will be provided to students.

**SWTAFE Online** works well in all standard, modern browsers and can be accessed on any Internet connected device including desktop computers, laptops, mobile phones and tablets. However, for optimal performance it is recommended that you have a PC with the following minimum information technology requirements:

- Reliable access to the internet
- A device with a minimum of 4GB memory and Intel i5 or similar processor
- Microsoft Windows 7 and above or Mac OSX 10.6 and above.

## LEARNING MATERIALS

South West TAFE ensures that learning materials used in online training meet the required outcomes of the course and enable students to access learning in a range of formats remotely and at times best suited to the learner. The online learning platform allows students to interact with both their teachers and other students undertaking the course.

## STUDENT ENGAGEMENT

**SWTAFE Online** allows teachers to monitor a student's participation in real time and retrospectively, observing and supervising their interaction with the learning material. Teachers are then able to help students manage their progression through the course.

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

- Discussion forums.
- Webinars.
- Some of our online courses involve attendance at face-to-face Workshops – but you will be made aware of any workshops prior to your enrolment.

Ongoing feedback will be provided as you study through:

- Interaction with trainers/assessors in discussion forums, via phone, webinars or email communication.
- In response to individual queries.
- In relation to tasks you complete.

We will contact students who have not logged on within 10 business days of the nominated course commencement date.

Students who have not logged on within 10 business days of the nominated course commencement date and do not re-engage 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 will be outlined in the Course and Unit Outlines that are accessible through **SWTAFE Online** and will be a combination of:

- Knowledge questions.
- Projects, assignments and essays.
- Demonstration of practical skills.
- Submission of portfolios

## TRAINERS AND ASSESSORS

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

- Formal qualifications in vocational education.
- Training on how to manage and administer training using **SWTAFE Online** and related technologies
- Participation in professional development to continue to develop online and digital skills.
- Having access to experienced online educators through the Teaching Quality Centre.