

# Online Service Standards

## Overview

Trade Institute of Victoria (TIV) offers courses that are delivered with an online component. TIV 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. Courses with online components include the following:

1. Students who attend face-to-face classes:
  - Access learning resources electronically via an online portal
  - All assessments are submitted electronically via a (LMS)
2. Student who attend online live classes:
  - Access learning resources electronically via an online portal
  - All assessments are submitted electronically via (LMS)
  - Attend classes by logging into a live online class via a webinar link

## Student Support

TIV provides the following support to students studying any aspect of their course online:

### **Trainers & Assessors**

- May be contacted via their TIV email
- Will reply to queries within 3 Victorian working weekdays
- Assessments are graded within 10 business days of submission

### **Trainers Manager**

- Students can request to speak to a training manager at any time by ringing our office between 9am and 5pm Monday to Friday on Victorian business days.
- If the Training Manager is not available at the time, a message will be forwarded to them, and they will return the call within 3 business days

### **Student Support**

- Are available for live queries by phone between 9am and 5pm Monday to Friday on Victorian working weekdays
- Students can attend a Saturday General Tutorial from 9am – 1pm with a live trainer via distance Learning (every Saturday except Long Weekends)
- Student support can be contacted via email at any time; however, please allow up to 2 business days to respond

### **IT Support Helpdesk For Technical Queries**

- TIV will be available via phone and email between 9am and 5pm Monday to Friday (Victorian working weekdays)
- Will reply to queries within 3 business days.

## Student Entry Requirements and Induction

TIV conducts a comprehensive Pre Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their individual needs.

As part of the PTR process, we include an evaluation of a prospective student's digital literacy (PC Skills) to ensure that they will be successfully able to complete a course with an online component. We also provide clear instructions on point of first enquiry to make sure that students are capable with the online component.

## **Evaluation Of PC Skills (Digital Literacy)**

For students who are enrolling into a course that involves PC literacy such as accessing information online, or completing learning activities or assessments online or submitting assessments via an learning management system, the students must have their PC skills evaluated as part of their language, literacy and numeracy skills (LLN).

We use an online LLN tool which requires students to undertake basic PC skills in order to complete the evaluation. This includes, but is not limited to:

- The ability to logon to a computer
- Access emails and click a link within an email
- Use a mouse and keyboard
- Read and respond to online text Students who meet the minimum requirements for the LLN evaluation for their course will be considered to meet PC literacy requirements.

Students who do not meet the minimum requirements for the LLN evaluation will be evaluated individually to see whether they meet PC literacy requirements.

## **Minimum Technology Requirements**

TIV uses a learning management system (LMS) for online course delivery.

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

### **PC – Windows Operating System**

- Windows 10, Windows 11
- 500 MB of free disk space
- 512 MB RAM
- Licensed Version Of Microsoft Office

### **MAC (Not Recommended)**

- Mac OS X 10.6 or later
- 500 MB of free disk space
- Licensed Version Of Microsoft Office

Minimum screen resolution must be 1200x800. Ensure you have the largest possible screen for the best experience. Multiple screens allow the student to be able to review data far quicker.

### **Software Requirements**

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Acrobat Reader

### **Supported Browsers**

- Google Chrome (that is always up to date)
- Internet Explorer (not recommended)

### **Recommended Accessories**

- Headphone/Microphone for a better experience of our multimedia content
- A webcam for a better experience of our Live Virtual Classrooms

## **Courseware Available Online**

## Learning Materials

TIV ensures that learning materials used for online training components are interactive and are presented in a variety of formats including:

- Online reading content (PDFs are used for longer documents) for pre or past class
- reading
- Guided content
- Graphics
- Video
- Audio
- Short answer questions
- Interaction through discussion forums and webinars
- Interaction done in class (whether face-to-face or online)

## Mode and Method of Assessment

The mode and methods of assessment will vary from course to course and from unit to unit. A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment will include, but is not limited to:

- Written questions
- Projects
- Case Studies
- Quizzes
- Role Plays

Where practical and/or observation assessments are required, these may be collected externally to the LMS via the assessor undertaking direct observation face-to-face, watching a live video link or watching an uploaded video.

Where verbal assessments may be required (such as a role play), these may be collected externally to the LMS via the assessor, using the following methods:

- Undertaking the verbal assessment in a distance learning class
- Undertaking the verbal assessment via face-to-face at Head Office

In addition, supplementary evidence may also be required for some courses and units such as:

- Third party reports
- Photos and/or Videos

## Trainers and Assessors

All trainers and assessors delivering courses at TIV with an online component have undertaken inhouse professional development as follows:

- How to use the LMS
- If conducting online live classes, how to run webinar technology, how to run an online course and how to manage online attendance.

In addition, trainers may be asked to complete external professional development on running online classes or online courses.