

Yarrowonga Neighbourhood House

ONLINE SERVICE STANDARDS

Yarrowonga Neighbourhood House Inc. (YNH) offers a range of courses that are delivered in a blended delivery model with an online component. YNH is committed to providing a quality learning experience for students studying online and these service standards explain our commitment to students in key areas.

STUDENT SUPPORT

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

Trainers/assessors

- Will advise students of the hours when they will be available for queries about learning and assessment by email and online forums for the duration of the course.
- Will reply to queries within 48 hours.
- There will be a maximum of 15 students to each trainer/assessor for each course

Administrative and IT Support

- Will be available for queries by phone and email between 9:00am and 3:30pm Monday to Friday.
- Will reply to queries within 24 hours

Support services

Support services are available by appointment between 9:00am and 3:30pm Monday to Friday, in person or via video conference.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

YNH 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, we will include assessment of your level of digital literacy, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

YNH 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:

- Microsoft Windows 7 and above or Mac OS version 10 and above.
- Internet Browser Google Chrome 32 bit version 50 or later or Safari 10 or later.

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Web-based content is available on hand held devices including mobile phones and tablets.

A print version of the Participants Guide on the LMS will be provided to students and a copy can be downloaded in the course.

LEARNING MATERIALS

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

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums and webinars

Print based manuals are also provided to all students.

STUDENT ENGAGEMENT

Yarrowonga Neighbourhood House provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

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

- discussion forums
- webinars
- face to face classes

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in discussion forums, in class and through assessment process
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 2 months of the course commencement date.

Students who have not logged on within 2 months of the course commencement date that do not reengage after 3 attempts at contact will be deemed to have withdrawn from the course.

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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
- projects
- case studies
- demonstration of practical skills.

TRAINERS AND ASSESSORS

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

- formal qualifications in online training
- Participation in online community of practice where trainers and assessors meet and share ideas for improvement.
- Regular trainer and assessor meetings

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