

## **Moe Life Skills Community Centre RTO – Distance Learning (Online) Service Standards**

Moe Life Skills Community Centre (RTO 20146) is offering a trial of a Distance Learning model in response to COVID 19 and the subsequent restrictions. The training will include a virtual classroom (Zoom or Teams) with a trainer, tech support and hardcopies of training and assessment materials. We are committed to providing a quality learning experience for students studying in this model and these online service standards explain our commitment to students in key areas.

### **STUDENT SUPPORT**

Moe Life Skills Community Centre will provide the following support to students studying any aspect of their course by distance Learning:

#### **Trainers/assessors**

- Available for queries about learning and assessment by phone and email between 9.00am to 4.00pm Monday to Friday and during the virtual class for the duration of the course/module.
- Will reply to queries within 5 business days.
- Assessments will be marked within 7 business days of submission

#### **Administrative Support**

- Available by phone and email between 9:00am and 4:00pm Monday to Friday.
- Will reply to queries within 2 business days

#### **Technical queries or support**

- Available via phone or email between 10:00am and 4:00pm Monday to Friday and during the virtual class
- Will reply to queries within 5 business days

### **STUDENT ENTRY REQUIREMENTS AND INDUCTION**

Moe Life Skills Community Centre conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This included an assessment of your digital literacy.

For Distance Learning, we will also conduct a specific assessment of your digital literacy to determine if you have the skills, equipment and support to engage in Distance Learning.

You will need to have the following:

- Computer or laptop or tablet
- Microphone and speakers
- Internet access

If you do not have the equipment needed, Moe Life Skills Community Centre may be able to assist you with this.

Moe Life Skills Community Centre does not use a learning management system (LMS) for distance learning course delivery. Distance Learning classes are conducted in Zoom or Microsoft Teams.

### **LEARNING MATERIALS**

Moe Life Skills Community Centre ensures that learning materials used in distance training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion virtual classroom

Learning materials will be posted to each student before their class, with enough time to ensure that the materials arrive before the relevant class commences.

## **STUDENT ENGAGEMENT**

Moe Life Skills Community Centre provides a distance 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

- virtual classroom (teaching and discussions)

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to tasks you complete

We will contact (phone, text or email) students who have not logged on for two consecutive classes, unless the student has contacted us to say they will be absent.

## **MODE AND METHOD OF ASSESSMENT**

Different forms of assessment may be used for each unit of competency. Current assessment tasks will be adjusted if required to suit the temporary distance learning. Forms of assessment will include:

- questions and answers (verbal and written)
- demonstration or observation

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

## **TRAINERS AND ASSESSORS**

All trainers and assessors delivering online courses at Moe Life Skills Community Centre have been provided training in distance delivery and have undertaken professional development in distance delivery, which includes:

- formal training in virtual classroom
- informal training in virtual classroom
- participation in staff group of online trainers and assessors, who meet and share ideas for improvement
- access to tech support