

## ONLINE SERVICE STANDARDS POLICY

<b>Date Approved:</b>	1/08/2018
<b>Policy Category:</b>	Delivery and Assessment
<b>Policy Owner:</b>	Quality and Compliance Manager

### 1. Purpose

1.1. SEDA Group Pty Ltd trading as SEDA Group (SEDA) offers a range of Vocational and Higher Education courses that can be partially or wholly delivered online. SEDA has a commitment to providing a valuable and quality learning experience for all students studying online, and these online service standards detail the commitment we have to students in key areas.

### 2. Scope

2.1. This procedure applies to all students and applicants at SEDA Group that are, or would be, enrolled in a course where delivery and assessment is partly online.

### 3. Student Support

SEDA will provide the following support to all students who have any online based delivery:

#### Trainers/Assessors (Teachers)

- Will be available to support students regarding learning and assessment by phone, email and MySEDA between 9.00am and 5.00pm Monday to Friday for the duration of their course
- Will reply to any queries within 2 business days
- Will result assessment tasks within 14 – 21 days of assessment submission from students
- Will provide feedback to the student within 2 days of resulting the unit of competency

#### SEDA Admissions and Training Operations Teams

- Will ensure class sizes are no larger than 30 students to each trainer/assessor
- Will be available to support students by phone or email between 9.00am and 5.00pm Monday to Friday (excluding public holidays and scheduled office closures)
- Will reply to any queries within 2 business days

#### SEDA ICT Support

- Will be available by phone and email between 9.00am and 5.00pm Monday to Friday (excluding public holidays and scheduled office closures)
- Will reply to requests within 2 business days
- Will ensure student have the ability to submit a 'support ticket' through MySEDA at any time (24 hours a day, 7 days a week). These support requests will be actioned within 2 business days

#### SEDA Student Support Services (Wellbeing)

- Counselling services will be available in person, by phone, email or MySEDA between 9.00am and 5.00pm Monday to Friday (excluding public holidays and scheduled office closures)
- Will respond to all requests within 2 business days

#### 4. Student Entry Requirements and Induction

- 4.1. SEDA conducts a thorough and comprehensive Pre-Training Review (PTR) and language, literacy and numeracy (LLN) evaluation for all prospective students prior to enrolment to determine whether a course is suitable and appropriate for the individual's needs. As a part of this process, SEDA will include an assessment of individual's digital literacy capability by:
  - 4.1.1. Through the application process, students will be required to disclose their current digital literacy capability
  - 4.1.2. Undertaking an **online** based LLN evaluation
  - 4.1.3. Discussing the PTR and LLN evaluation results with each student, making recommendations about the suitability of the course, and identifying the need for additional support where required (Individual Learning Plan)
- 4.2. SEDA uses a learning management system (LMS) for online course delivery, this is called MySEDA. MySEDA is available on any device with internet connectivity. Students will require access to a desktop computer or laptop in order to submit assessments successfully (either personal, or SEDA laptops can be used). Student will require access to the internet to use MySEDA.
- 4.3. Students will require access to a desktop computer or laptop with Microsoft programs to access training and assessment materials downloaded from MySEDA.

#### 5. Learning Materials

- 5.1. SEDA ensures that all learning materials used in an online training environment are interactive for the user and are/can be presented in a variety of formats, including:
  - 5.1.1. Soft copy/editable documents
  - 5.1.2. Graphics
  - 5.1.3. Video
  - 5.1.4. Audio
  - 5.1.5. Interactions through discussion forums
- 5.2. SEDA meets the principles of the Web Content Accessibility Guidelines via the following:
  - 5.2.1. Perceivable – where achievable, SEDA utilises video and written content for learning materials for students to access.
  - 5.2.2. Operable – All MySEDA learning materials and content is accessible through keyboard activation, mobile or tablet device.
  - 5.2.3. Understandable – MySEDA video and text content is readable and understandable. MySEDA pages appear and operate in predictable ways increasing the user experience.
  - 5.2.4. Robust – MySEDA information and the operation of the MySEDA user interface is readable and understandable.

#### 6. Student Engagement

- 6.1. SEDA provides an online learning experience that is both engaging and interactive.
- 6.2. SEDA regularly monitor student participation and ensure that each student is progressing through their studies.
- 6.3. SEDA provides the opportunity to collaborate with peers through discussion forums and during scheduled face to face delivery and assessment.
- 6.4. Ongoing feedback from your trainer/assess will be provided through MySEDA in response to submitted assessments and unit of competency feedback, during scheduled face to face delivery and assessment and in response to queries raised by the student.

#### 7. Mode and Methods of Assessment

- 7.1. A minimum of two different forms of assessment will be used for each unit of competency. These forms can include:
  - 7.1.1. Verbal questioning
  - 7.1.2. Written tasks
  - 7.1.3. Observation – practical skills assessment
  - 7.1.4. Research tasks
  - 7.1.5. Journals
  - 7.1.6. Third party reports

- 7.1.7. Online questioning
- 7.1.8. Questions and answers
- 7.1.9. Role plays – practical skills assessment
- 7.1.10. Logbooks
- 7.1.11. Portfolio of evidence
- 7.1.12. Project

## 8. Trainers and Assessors

8.1. All SEDA trainer/assessors delivering online courses are experienced in online delivery of training and assessment. All trainers/assessors have undertaken professional development in online delivery, and are required to undertake ongoing professional development in this area. Professional development can include:

- 8.1.1. Formal qualifications in online training
- 8.1.2. Participation in SEDA lead professional development sessions in online delivery
- 8.1.3. Participation in externally lead professional development sessions in online delivery

## 9. Publication

9.1. This policy will be made available to students or applicants intending to enrol with SEDA Group through publication on its website.

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<b>Document Owner:</b>	Quality and Compliance Manager	<i>Document control management – Uncontrolled when printed</i>	<i>Page 3 of 3</i>