

## ONLINE SERVICE STANDARDS

Prace is committed to providing a high-quality learning experience for students for both onsite and online classes. These Online Service Standards explain our commitment to quality online classes.

### STUDENT SUPPORT

Prace will provide the following support to students studying with us online:

#### Teachers

- Teachers will be available to answer questions about learning and assessment during scheduled face-to-face and/or live online classes.
- For the Cert III Education Support, teachers will respond to questions regarding learning and assessment via email prior to the next class / session.
- Assessments will be marked within four weeks of receipt.
- There will be a maximum of 20 students to each trainer/assessor for each course

#### Office Staff and technical support

- Available by phone and email between 9:00am and 4:30pm Monday to Friday.
  - Phone: 9462 6077
  - Email: [office@prace.vic.edu.au](mailto:office@prace.vic.edu.au)
- Will reply to queries within 48 hours

#### Support services

Course coordinators are available by appointment to discuss any concerns or requests for additional support.

### STUDENT ENTRY REQUIREMENTS AND TECHNICAL REQUIREMENTS

Prace conducts a comprehensive Pre-enrolment Interview for all prospective students to determine whether the course is suitable and appropriate for their individual needs. As part of the Pre-enrolment Interview, we will:

- Ask you some questions about your digital literacy skills (computer skills)
- Make recommendations about whether the course is suitable for you, and identify additional support where required.

Prace uses a range of digital tools to support remote learning. In your course this may include:

- Zoom or Skype (Video / Web-conferencing)
- Email
- Facebook Groups
- A range of websites / online information and resources
- Assessment tasks that are opened and completed in Microsoft Word or editable PDF

You will need a reliable broadband internet connection, and an email account.

Before you enrol, we will let you know what else you need access to. This may include:

- a computer, iPad, tablet, or smart-phone / iPhone
- an up-to-date internet browser (Chrome, Firefox, Edge, Safari)
- Microsoft Word (2010 or later)
- a PDF reader such as Adobe
- a device with a webcam / camera (computer, iPad, or Smartphone / iPhone)

If you don't have access to the internet or any of the required devices, we will discuss other options with you.

## **LEARNING MATERIALS**

Prace ensures that learning materials used in remote teaching are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Live video / web-conferencing
- Workbooks

## **STUDENT ENGAGEMENT**

Prace 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 classmates, through

- Zoom or Skype meetings
- Facebook Groups
- WhatsApp

Ongoing feedback will be provided as you study through:

- interaction with teachers in class times on Zoom/Skype, via Email and phone
- written comments on your assessment tasks.

We will contact students who have not participated in any learning activities within 2 months of the course commencement date.

Students who have not participated within 2 months of the course commencement date that do not reengage after 5 attempts at contact will be deemed to have withdrawn from the course.

## **MODE AND METHOD OF ASSESSMENT**

Forms of assessment may include:

- Demonstration / observation
- Written assessment tasks
- Third Party reports

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

## **TEACHERS**

All Prace teachers using digital learning tools for remote teaching have undertaken professional development in the effective use of those tools.