KAL TRAINING ONLINE SERVICE STANDARDS

Purpose

Online Service Standards outline Education Department's prescribed online service standards as required in Clause 1.5 (d) of Schedule 1 of the VET Funding Contracts.

These standards aim to assure the quality of online delivery of training and assessment within Victoria's training and TAFE system.

During COVID -19, KAL Training has shifted the training to virtual delivery or E – learning. The timetable remains the same, only the delivery style has changed from physical classes to virtual classes. KAL Training 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.

Background

- Through the Skills First program, the Victorian Government is committed to providing high-quality training that aligns with industry and community demands and workforce needs. Skill First sets a high benchmark for training quality and is aimed at supporting the courses that are most likely to lead to improved employment outcomes.
- The VET Funding Review recommended that standards for online learning be incorporated within provider contracts with the aim of improving quality.
- Clause 1.5 (d) of Schedule 1 of the VET Funding Contract states that a training provider must publish in a prominent place on its website its online service standards as prescribed by the Department from time to time.
- To help inform and develop initial online service standards the Department engaged key online delivery providers and canvassed best practice guidelines.
- The Department requires online service standards to include, at the minimum, the information outlined in Attachment 1. The Department has prescribed the items to be included but has not prescribed specific benchmarks for compliance, recognising that this may vary depending on the course or type of provider.

Student Support

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

Trainers/assessors

- Will be available for queries about learning and assessment by email and phone between 9.00- 6.00pm on Monday to Friday for the duration of the course.
- Will reply to queries within 48 hours.

Administrative Support

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday @ **Ph: 1800 244 438, email: info@kaltraining.com.au**
- Will reply to queries within 48 hours

IT support helpdesk for technical queries

- Will be available via email and online chat between 10:00am and 4:00pm Monday to Friday at **admin@kaltraining.com.au**
- Will reply to queries within 48 hours

Student Entry Requirements and Induction

KAL Training 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 and access to the required technology needed for virtual training.

You will be required to undertake the Language, Literacy and Numeracy test as part of the Pre-Training Review to understand your LLN level and making recommendations about whether the course is suitable for you and identifying additional support where required.

KAL Training is using zoom to host virtual classrooms.

The following are the minimum information technology requirements to enable optimal learning

1. **Knowledge and skill with:**
   - Windows or Mac OSX system
   - MS office word, excel and PowerPoint
   - Media Players such as Windows media Player and VLC
   - Google Chrome, Safari, Firefox or IE browser
   - Emails
   - Zoom, skype or other such communication platform

2. **Hardware and software equipment with or more than the following specification:**
   - Tablet or PC with internet connection
   - Browser Google Chrome, Safari, Firefox or IE 10
   - Webcam
   - Internet ADSL2+ with stable connection

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

Learning Material

KAL Training provides the learning and assessment material through email during COVID – 19 pandemic, where we are maintaining social distancing and delivering the training via Zoom (virtual classes)
The learning materials used in virtual training are interactive and are presented in a variety of formats, including:
- Guided content
- Power Point Presentations

- Video
- Audio

Interaction through discussion forums and webinars and virtual classrooms.

We apply the principles of the Web Content Accessibility Guidelines to our learning materials by making them perceivable, operable, understandable and robust.

Student Engagement

KAL Training provides virtual 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 are provided so that you can interact with peers, through
- Discussion forums
- Online classes
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 via emails

We will contact students who have not logged on for 2 consecutive classes.

Students will be deemed to have withdrawn from the program if you:
- have not logged on within 4 weeks of the program commencement date; and
- after making five attempts at contact, student do not reengage with us.

Modes and Methods 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.

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

Trainer and Assessor

All trainers and assessors delivering online courses at KAL Training are experienced in online delivery and have undertaken professional development in online delivery, which includes:
- Professional Development online facilitation.
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.