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Policy: Online Service Standards

Overview

Builders Academy Australia (BAA) offers courses that are delivered with an online component.

Builders Academy Australia 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.

Courses with online components include the following:

1. Students who attend face-to-face classes and:
 - a. Access learning resources electronically via an online Learning Management System (LMS)
 - b. Submit some or all assessments electronically via the (LMS)
2. Student who attend online live classes and:
 - a. Access learning resources electronically via an online Learning Management System (LMS)
 - b. Submit most or all assessments electronically via the (LMS)
 - c. Attend classes by logging into a live online class via a webinar link
3. Students who are completing their fully course online (phased out from December 2015 for all new students):
 - a. Access learning resources electronically via an online Learning Management System (LMS)
 - b. Submit all assessments electronically via the (LMS)

Student Support

BAA provides the following support to students studying any aspect of their course online:

Trainers & Assessors

- May be contacted via their BAA email
- Will reply to queries within 2 business days
- Assessments are graded within 7 business days of submission

Trainers Managers

- Students can request to speak to a training manager at any time via email to enquiries@buildersacademy.com.au or by ringing Student Support between 8am and 6:30pm Monday to Friday on Victorian business days.
- If a Training Manager is not available at the time, a message will be forwarded to them and they will return the call within 2 business days

Student support

- Are available for live queries by phone between 8am and 6:30pm Monday to Friday on Victorian business days
- Student support can be contacted via email at any time; however, please allow up to 2 business days to respond

IT support helpdesk for technical queries

- Will be available via phone and email between 7am and 9pm Monday to Friday and 9am – 5pm on weekends and public holidays
- Will reply to queries within 48 hours

Student Welfare

A welfare services are available between 08:30 – 5pm Monday to Friday in person, via telephone or video conference or email.

If a voicemail or email is left, the Training Manager will respond within 2 business days.

Student Entry Requirements and Induction

Builders Academy Australia conducts a comprehensive Pre- Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their individual needs.

As part of the PTR process, we include an evaluation of a prospective student's digital literacy (PC Skills) to ensure that they will be successfully able to complete a course with an online component.

Evaluation of PC skills (digital literacy)

For students who are enrolling into a course that involves PC literacy (such as accessing information online, or completing learning activities or assessments online or submitting assessments via a learning management system, the students must have their PC skills evaluated as part of their language, literacy and numeracy skills (LLN).

We use an online LLN tool which requires students to undertake basic PC skills in order to complete the evaluation. This includes, but is not limited to:

1. The ability to logon to a computer
2. Access emails and click a link within an email
3. Login into an online database (LLN tool)
4. Use a mouse and keyboard
5. Read and respond to online text

Students who meet the minimum requirements for the LLN evaluation for their course will be considered to meet PC literacy requirements.

Students who do not meet the minimum requirements for the LLN evaluation will be evaluated individually to see whether they meet PC literacy requirements.

Minimum technology requirements

Builders Academy Australia 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:

<p>PC – Windows Operating System</p> <ul style="list-style-type: none"> • Windows 7, Windows 8, or Windows 10 • An Intel Pentium 4 processor • 350MB of free disk space • 512MB RAM 	<p>MAC</p> <ul style="list-style-type: none"> • Mac OS X 10.6 or later • An Intel Processor that 64 bit • 350MB of free disk space • 512MB RAM
<p>Minimum screen resolution must be 1200x800. Ensure you have the largest possible screen for the best experience.</p> <p>Software Requirements:</p> <ul style="list-style-type: none"> • Microsoft Word • Microsoft Excel • Acrobat Reader <p>Supported Browsers:</p> <ul style="list-style-type: none"> • Chrome 23 or later (preferred) • Firefox 17 or later • Internet Explorer (not recommended) <p>Recommended Accessories:</p> <ul style="list-style-type: none"> • Headphones for a better experience of our multimedia content • A webcam for a better experience of our Virtual Campus Live Sessions 	

Learning Materials

BAA ensures that learning materials used for online training components are interactive and are presented in a variety of formats including:

- Online reading content (PDFs are used for longer documents) for pre- or past class reading
- Guided content
- Graphics
- Video
- Audio
- Interactive SCORM content
- Interaction through discussion forums and webinars
- Interaction done in class (whether face-to-face or online)

BAA provides text alternatives to images, graphs, videos and multimedia where possible, can meet various bandwidth requirements and can be used with alternative browsers.

Student Engagement

Our learners are supported within a Virtual Classroom framework that is engaging and interactive.

Our trainers are selected for their ability to maintain a quality learning experience, whilst monitoring 'virtual' cues fed back by the learners.

Participation is encouraged within group learning and consolidated through individual student support, utilising our virtual 'breakout' classrooms.

Students interact individually with their trainer or the whole class. Interactions can be communicated verbally or via chat. Students can also be 'handed control' of the classroom delivery, creating a more interactive and inclusive experience.

All trainer delivery is enhanced by live video streaming, of which students can opt 'in' with their own video feed.

BAA prides itself in reaching out to participants for whom 'traditional' delivery modes would preclude them from pursuing formal training opportunities. Virtual Classroom students are often from remote areas, or alternatively are 'time poor'.

Mode and Method of Assessment

The mode and methods of assessment will vary from course to course and from unit to unit.

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment will include, but is not limited to:

- Written questions
- Projects
- Case Studies
- Role play

Where practical and / or observation assessments are required, these may be collected externally to the LMS via the assessor undertaking direct observation face-to-face, watching a live video link or watching an uploaded video.

Where verbal assessments are required, these may be collected externally to the LMS via the assessor:

1. Undertaking the verbal assessment in a face-to-face class
2. Undertaking the verbal assessment one-on-one face-to-face or via phone external to a class

In addition, supplementary evidence may also be required for some courses and units such as:

- Third party reports
- Photos
- Videos
- Onjob performance outcomes

Trainers and Assessors

All trainers and assessors delivering courses at BAA with an online component have undertaken in-house professional development as follows:

1. How to use the LMS
2. If conducting online live classes, how to run webinar technology, how to run an online course and how to manage online attendance.

In addition, trainers may be asked to complete external professional development on running online classes or online courses.