



Online Service Standards

Objective

During the 2020 COVID-19 outbreak Park Orchards Community House & Learning Centre Inc. (POCH&LCI) has scheduled some classes via distance/remote learning rather than the regular face to face delivery. When it is safe to do so, POCH&LCI plans to re-introduce face to face delivery for all classes.

Student Support

POCH&LCI will provide the following support to students studying any aspect of their course via distance education:

Trainers/Assessors and Assessment

- Details of availability in regular scheduled class times and via appointment. Trainers will be available via phone, email or video chat for all students.
- Will endeavour to reply to queries within 24 hours and written assessment will be returned within 5 business days.
- Practical Assessments: When it is safe to do so students can return to their practical placements. Student practical assessments will not take place until they can resume placements and trainers can physically see the students participating in the work place

Administrative Support

- Will be available for queries by phone and email between 9:00am and 4:00pm Monday to Friday.
- Will reply to queries within two business days

Student Support Services

- Phone support can help you adjust to life as a student, deal with hurdles along the way and succeed in your course. For more information, visit www.parkorchards.org.au

Student Entry Requirements and Induction (For New Students During This Time)

POCH&LCI 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, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you and identifying additional support where required.



Learning Materials

POCH&LCI ensures that learning materials used in remote training are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Hard copy
- Interaction through discussion forums and webinars

Student Engagement

POCH&LCI provides a remote learning experience that is engaging. 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:

- Discussion forums

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

Mode and Method 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
- Assignments
- Work place assessment (Completed after restrictions ease)
- Work placement observation (Completed after restrictions ease)

Trainers and Assessors

All trainers and assessors delivering distance courses at POCH&LCI undertake professional development in online delivery, which includes:

- Internal professional development in delivery and assessment
- Annual external professional development



Date reviewed	Version	Details of changes (if any)	Date of next review
22/04/2020	1.0	Original document	22/04/2021

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