



## Online Service Standards

### Objective

Park Orchards Community House & Learning Centre Inc. (POCH&LCI) has scheduled classes in specific courses via distance/remote learning rather than the regular face to face delivery. Please see timetables for specific real-time remote learning.

Courses also allow students to attend face to face classes via zoom due to illness or caring for a dependent, or ~~who~~ are isolating from COVID. These students must be still marked off by the trainer, on the roll as attending via "Zoom".

### Student Support

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

#### Trainers/Assessors and Assessment

- Real-Time Zoom classes in scheduled class times 1 day a week, partnered with 1 day of face-to-face class per week.
- Will offer the option for students to attend over zoom when they cannot attend the scheduled face-to-face class due to illness or caring for a dependent, or are isolating from COVID.
- Will endeavour to reply to queries within 48 business hours and written assessment will be returned within 7 business days.
- Practical Assessments: Students will continue placement as normal

#### 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](http://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



### Marking of attendance for real-time remote learning

All trainers and assessors delivering courses at POCH&LCI must take attendance in all classes whether via remote learning or face to face. Students attending classes via Zoom will be marked on the roll by the trainer "Zoom". Students absent will be marked as "Abs".

### CHC30121 Certificate III in Early Childhood Education and Care Delivery in 2022

In 2022 the CHC30121 Certificate III in Early Childhood Education and Care face-to-face class moved one of its face-to-face delivery days to real-time remote learning through Zoom. This was due to a trainer requirement (change of workdays), allowing for student continued trainer continuity. POCH&LCI felt that this decision was in the best interests of the students to be able to continue with the original trainer.

Date reviewed	Version	Details of changes (if any)	Date of next review
22/04/2020	1.0	Original document	22/04/2021
18/05/2022	2.0	Update for 2022 delivery	18/5/2023

**Master document is the Electronic File.**

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