

# Online Service Standards

## Purpose

Practical Training Pathways (PTP) offers the Cross Industry Infection Control Skill set online. PTP is committed to providing a quality learning experience for all students studying and through the following online services standards explain our commitment to all students.

## Student Support

PTP will provide the following support to students studying any aspect of their course online. Support is available Monday – Friday between 9am and 5pm.

### Trainer & Assessor Support is available

- Trainers will be available for questions and general assistance by phone, email and zoom and these contact details will be provided to you in your confirmation of enrolment email.
- All queries will be responded to within 2 business days
- All assessments will be marked within 10 business days of submission

### Administration & IT Support

- IT support will be available to assist with questions by phone and email and these contact details will be provided to you in your confirmation of enrolment email.
- All queries will be answered within 1 business day

## Student Entry Requirements

PTP conducts a comprehensive Pre-training Review for all prospective students to ensure that all training undertaken meets their learning needs. As part of the Pre- Training Review, a students' digital literacy is assessed. Students are required to be able to:

1. Log on to a device with access to an internet connection
2. Have a valid email address and be able to receive and respond to emails
3. Access the internet through either a computer, tablet or smart phone
4. Read and respond to online text
5. Upload documents from their device to the program portal or be able to email these documents

## Minimum Technology Requirements

PTP uses the internet based LMS, Moodle. The following is a minimum information technology requirement to enable optimal access to our Moodle platform.

### All users

Broadband internet connection

Microsoft Office 2010 or equivalent

PDF Reader

## Learning and Assessment Materials

### Learning materials

PTP ensures that learning materials used in online training are interactive and presented in a variety of forms, including:

- Online reading content
- Videos
- Graphics
- Online interactives
- Learning check points

### Assessment materials

Assessment is through:

- Written questions
- Workplace project
- Observation with supporting questions

The written questions and workplace project are downloadable documents which are complete offline and responses uploaded to the portal. The observation with supporting questions are either conducted via uploaded videos or live via zoom. Responses to the supporting questions are uploaded, however the assessor may call the student to clarify anything that wasn't clear in the assessment submissions and to confirm that the work submitted is that of the student.

### Trainers and assessors

PTP trainers and assessors involved in the delivery and assessment of online programs have themselves undertaken professional development in the area of online delivery as well as inhouse programs on how to use Moodle.

## Student Engagement

PTP provides an online learning experience that is engaging and interactive. We will monitor student participation through reports produced by Moodle and ensure that they continue to progress through their course.

Collaborative learning, through interaction with colleagues, is encouraged through the application of the learning in the workplace and the need to undertake the assessment tasks with their workplace in mind.

Progress and participation is evaluated fortnightly and students who have either not yet commenced or have not accessed the program during that time, will be notified via email of their need to regularly participate in and progress through the program and reminded of the support on offer should they be having any difficulties.

If, after three attempts to get a student to re-engage there is no response, the student's enrolment will be suspended.