



4 UP SKILLING PTY LTD

ONLINE SERVICE STANDARDS

4 Up Skilling Pty Ltd aims to ensure that the online learning experience we offer will be of an equivalent level of quality to other modes of delivery, being a quality experience for our learners, and in meeting the *Skills First* objectives and those of our learners.

Online Service Standards are a tool to support students to make an informed choice of which mode of delivery will suit their needs and best enable them to achieve the training outcomes they desire.

Student Support

4 Up Skilling Pty Ltd will provide the following support to students studying any aspect of their course online:

Email Support: Students can email their Trainers/Assessors directly to obtain support with their online learning and assessment. They may also direct technical or non-course related questions to administration support at slister@4upskilling.com.au (e.g. online assistance, help unlocking workbooks, assistance with fees, workshop locations and times, etc.).

Telephone Support: Students can call their Trainers/Assessors directly, or can leave them a text message. They will reply as soon as possible. Administration and technical support may also be found by calling our head office on 03 5795 3276 during office hours Monday to Friday, 9:00am to 5:00pm.

Face-to-Face or Telephone Tutorials: If students are having trouble with an assessment or understanding aspects of their studies, it may be beneficial to book a time to meet with a Trainer. After hour appointments can be arranged. This will ensure learners have the access and time they need to complete their learning.

Trainer/Assessor contact details are provided in the introductory section of student workbooks. For additional support services and their contact details, please see our Support Services List available on our website at www.4upskilling.com.au.

Student Entry Requirements & Induction

A Pre-Course Review: Prior to enrolling with 4 Up Skilling, we conduct a pre-assessment (called a Pre-Course Review) of an Applicant's language, literacy, and numeracy skills. As of 1st July 2017, this review will include assessment of digital literacy skills.

Applicants can access and complete the Pre-Course Review by downloading an Application form, available on the 4 Up Skilling website at www.4upskilling.com.au. Completed forms can be forwarded to info@4upskilling.com.au.

A course facilitator will discuss the outcome of the Pre-Course Review and make recommendations as to whether the course is suitable for you, and identifying additional support where required.

For those learners who require a media alternative for text, such as audio support in completing the pre-assessment, please contact our office for the appropriate support to be in place.

Once enrolled, students will receive their login details via email. For those students enrolling in a webinar based course, a Webinar Program Information Book will also be emailed with specific instructions to access course information and resources. To access an online program, students require access to an internet browser.

Webinar based courses, students should visit the 4 Up Skilling website at <http://www.4upskilling.com.au/login> and click on the Student Login. After entering login details, students will be redirect to the 4 Up Skilling Moodle Home page.

Moodle is web-based and so can be accessed from anywhere in the world. With a default mobile-compatible interface and cross-browser compatibility, content on the Moodle platform is easily accessible and consistent across different web browsers and devices. Moodle is considered an easy to use platform, built with a simple interface and drag-and-drop features.

4 Up Skilling may also use a cloud storage app called Google Drive. To view & collaborate with shared files and slides, or to access forms and assessment activities does not require users to download document first. It does require learners to have access to an internet browser. Documents on Google Drive are shared with learners using either their email addresses, or by sending a link.

Moodle, Google Docs, Sheets, Slides, &/or Forms can be accessed using a computer, android device, iPhone or iPad.

Learning Materials

4 Up Skilling ensure that learning and assessment materials cover all aspects of a unit of competency and all necessary information to enable competency to be achieved. Learning and assessment materials used in online training are presented in a variety of formats to suit different learners. This may include: guided content, graphics, video, audio and interaction through discussion forums and/or webinars

4 Up Skilling is committed to meeting the principles of the Web Content Accessibility Guidelines V2.0 by continually reviewing its online learning and assessment content to ensure it is perceivable, operable and understandable by the broadest possible range of users, as identified by each individual's Pre-Course Reviews. Where online content is unable to meet a specific need of an individual learner, alternative learning and assessment methods will be employed.

Student Engagement

4 Up Skilling provides an online learning experience that is engaging and interactive. We will monitor student participation and ensure they continue to progress through their courses.

Where identified as a valid mode of delivery, collaborative learning opportunities will be provided so that students can interact with peers, through discussion forums & webinars. Ongoing feedback will

be provided via response to individual queries and in relation to tasks & assessments students complete.

Students of 4 Up Skilling are responsible to ensure they have had contact with their Course Coordinator, Trainer or Assessor *at least once a month*. This is important, especially for students studying by distance, as it ensures they are progressing with your studies.

In situations where a student is going away on holidays or is unwell for an extended amount of time (2 or more weeks), they will need to advise 4 Up Skilling so they are not withdrawn from their units. If a student has not attended four consecutive scheduled training sessions (or where they have been unreachable for up to 4 weeks), without first giving due cause for their absence in writing, 4 Up Skilling reserves the right to withdraw them from the relevant units.

We will contact students who have not logged on within 2 months of the course commencement date. Students who have not logged on within 2 months of the course commencement date that do not reengage after 4 attempts at contact will be deemed to have withdrawn from the course.

Mode & Method of Assessments

A minimum of two forms of assessment are used for each unit of competency. Forms of assessment may include:

- questions and quizzes
- projects and assignments
- demonstration of practical skills, which may involve the use of video technology
- workplace assessments, third party reports
- tests

For online training, assessments that need to be completed to gain a competency are completed in hardcopy. These can be accessed by either downloading the assessment from the online forum when indicated, or they can be posted to you, if preferred.

Details of Trainer & Assessor Skill & Experience

All 4 Up Skilling trainers and assessors delivering components of courses with an online content have undertaken professional development in online delivery, and hold formal qualifications in training & assessment. They are further supported by those staff with administration and support roles, who have formal training in online technologies.

Access to Online Service Standards: 4 Up Skilling publish their Online Service Standards on its website, as prescribed by the Department of Education & Training.

Associated Documents



Online Service Standards (available at 4 Up Skilling Website)
Application Form (USAPP - available at 4 Up Skilling Website)
WCAG2-at-a-Glance-a4.pdf (available at <https://www.w3.org/WAI/intro/wcag>)
Web Content Accessibility Guidelines (WCAG) 2.0 (available at <https://www.w3.org/WAI/intro/wcag>)
Staff Development Policy (USSD)
Student Enrolment and Administration Policy (USSAE)
Training & Assessment Strategy Policy (USLAS)
Validation and Moderation Policy (USV)

Developed by: Quality Manager

Approved by: Managing Director
