



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 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.

Studying In An Electronic Environment

4 Up Skilling comply to legislation governing electronic communications in the context of the Vocational Educational Training sector (*Electronic Transactions Act 1999*).

When studying in an online environment with 4 Up Skilling, it is important that students understand this legislation that governs electronic communications in the context of the Vocational Educational Training sector.

Where permitted by law, 4 Up Skilling will send and receive communication through electronic means that are accessible and authorised for students to use. During application & enrolment and while studying online, the following applies to students:

- All applicants seeking to enrol into a course consent to giving and being given information by way of **electronic communication**.
- All applicants seeking to enrol into a course consent to fulfilling the **electronic signature** requirements during the application, enrolment and study, by providing 4 Up Skilling with means of personal identification, through provision of the Unique Student Identifier (USI) number.
- All applicants consent to 4 Up Skilling using personal identification for the purpose it was collected at the time.
- All applicants seeking to enrol into a course with 4 Up Skilling consent to the RTO producing **electronic documents**, where and in the form permitted by Commonwealth law.

Student Entry Requirements & Induction

A Pre-Course Review: Prior to or on 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 the 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.

For webinar-based courses: students may require login details for Zoom and Teams or webinar registration links to our chosen delivery platform. These will be provided via email after enrolment and prior to each workshop.

Webinar meeting access via **Zoom & Teams**. Zoom and Teams enables video communications, with an easy, reliable cloud platform for video and audio learning, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems. Multiple participants can share their screens & files simultaneously and co-annotate for a more interactive session.

4 Up Skilling may also use a cloud storage app such as **Dropbox, Google Drive or Teams**, to view & collaborate with shared files and presentations, or to access forms and assessment activities. We also use **Kahoot** to create and share fun games and quizzes with our students to ensure learning is on track. These may be completed during live webinars or sent via email / SMS at different points of the learning journey.

Online learning at 4 Up Skilling requires learners to have access to a device with:

- an internet connection (1Mbps or better)
- Google Chrome or Mozilla Firefox web browsers
- Windows 7 - Windows 10 or Mac OS X 10.9- 10.14; or Android OS 5-9 or iOS 10-12
- JavaScript enabled
- microphone and speakers (USB headset recommended)
- and an active email account.

Teams, Zoom, Kahoot, Dropbox, Google Docs, Sheets, Slides, &/or Forms can be accessed using:

- a computer with the relevant desktop app, or
- an android device or iPhone (4S or later) or iPad (2 or later) with relevant mobile app.

Learning Materials

4 Up Skilling ensure that learning and assessment materials cover relevant 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 during webinars.

4 Up Skilling is committed to meeting the principles of the Web Content Accessibility Guidelines V2.1 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 suggested.

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. 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 and staying motivated.

In situations where a student is going away on holidays or is unwell for an extended amount of time, 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 or via digital eBook that is emailed to the student. The hard copy can be accessed by either downloading the assessment from an email, or they can be posted to you, if preferred.

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 access, learning and assessment. They may also direct technical or non-course related questions to administration support at info@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, support 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.

Please see our **Online Student Information Booklet** for further information about support when accessing online learning at 4 Up Skilling.

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 Policy (USOP)

WCAG2-at-a-Glance-a4.pdf (available at <https://www.w3.org/WAI/intro/wcag>)

Web Content Accessibility Guidelines (WCAG) 2.1 (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
