

Online Service Standards

RINGWOOD TRAINING – ONLINE SERVICE STANDARDS

Ringwood Training offers a range of courses that can be delivered partly online. Ringwood Training is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

Ringwood Training will provide the following support to students studying any aspect of their course online:

Trainers/assessors

- Will be available for queries about learning and assessment by phone and email between 8:00am and 4:00pm Monday to Friday for the duration of the course.
- Will reply to queries within 24 hours and assessment will be returned within 7 days.
- There will be a maximum of 6 students to each trainer/assessor for each course

Administrative Support

- Will be available for queries by phone and email between 8:30am – 4:30pm Monday to Friday.
- Will reply to queries within 48 hours

Support Services

We encourage students with special needs to discuss these at enrolment as support can be planned and the training tailored to meet the needs of the student.

Students with special needs should be offered the same opportunity as any other student.

As special needs extend beyond identified physical or learning difficulties, support will also be given to students with needs such as low literacy, lack of confidence or EAL backgrounds.

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STUDENT ENTRY REQUIREMENTS AND INDUCTION

Ringwood Training 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 on the pre training review
- Discussing the pre training review outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

Ringwood Training uses the following learning management system (LMS) for online course delivery, listed under each are the minimum information technology requirements:

- Automotive: Electude
 - Internet connection and a standards compliant browser such as:
 - Internet Explorer (9 or above)
 - Firefox
 - Safari
 - Opera
 - Google Chrome
 - A browser plugin for Adobe Flash Player 9
- IT: Moodle
 - Disk space: 200MB for the Moodle code, plus as much as you need to store content. 5GB is probably a realistic minimum.
 - Processor: 1GHz (min), 2GHz dual core or more recommended.
 - Memory: 512MB (min), 1GB or more is recommended. 8GB plus is likely on a large production server
 - Internet connection and a standards compliant browser such as:
 - Desktop:
 - Chrome
 - Firefox
 - Safari
 - Edge
 - Internet Explorer
 - Mobile:
 - Mobile Safari
 - Google Chrome

Ringwood Training using external Learner Management Systems this ensures we meet the Web Content Accessibility Guidelines are met.

LEARNING MATERIALS

Ringwood Training ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio

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STUDENT ENGAGEMENT

Ringwood Training provides an online learning experience that is engaging and interactive. 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 attendance at your scheduled face to face training sessions.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussions
- in response to individual queries and in relation to tasks you complete
- Feedback will be provided by the trainer/assessor after each module completion.

If the student from an IT Post School program stops participating in classes informal reminders will be sent from the Department Coordinator if student hasn't attended for 2 weeks asking for them to make contact.

Student hasn't attended or had any communication with the Department Coordinator for a further 2 weeks (4 in total) a formal email/letter and SMS will be sent to the student advising they are at risk of being withdrawn, if no communication is received from them within the next 2 weeks.

After a further two weeks (6 in total) and there has been no communication from the student a letter will be emailed to them advising that they have been cancelled from their current course and they will be required to reenrol if they wish to finish their qualification.

MODE AND METHOD OF ASSESSMENT

Multiple types of assessment will be used to demonstrate your competency in the unit of competency, these may include:

- knowledge questions
- practical tasks
- workbook/online quiz

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses/modules at Ringwood Training are experienced in online delivery and have undertaken professional development in online delivery.