

## **Online Service Standards      Civil Contractors Federation Victoria (TOID 3704)**

**(Updated Feb 2021)**

Civil Contractors Federation Victoria offers a range of programs that can be delivered partly or wholly online. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to you in key areas.

### **STUDENT SUPPORT**

Civil Contractors Federation Victoria will provide the following support to students studying any aspect of their program online:

- Skills First Trainers and Assessors will be available for queries about learning and assessment by phone, email and online chat by appointment for the duration of the program/subject.
- Will reply to queries within 48 hours and return assessments to students within 7 days.
- There will be a maximum of 20 students to each trainer/assessor for each program.

#### **Administrative Support**

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

#### **IT support helpdesk for technical queries**

- Available in help desk of LMS and will generally respond via live chat within 10 minutes

### **STUDENT ENTRY REQUIREMENTS AND INDUCTION**

Civil Contractors Federation Victoria conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs. This includes an assessment of your digital literacy by:

- asking you to do a self-assessment at enrolment
- discussing the outcomes and making recommendations about whether the program is suitable for you and identifying additional support where required.

Civil Contractors Federation Victoria uses a learning management system (LMS) for online program delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:

- Microsoft Windows 8 and above or Mac OS version 10 and above.
- Web-based content is available on hand-held devices including mobile phones and tablets.

## LEARNING MATERIALS

Civil Contractors Federation Victoria ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- guided content
- graphics
- video
- audio
- Webinars.

The principles of the Web Content Accessibility Guidelines are applied to our learning materials by ensuring that they are: perceivable, operable, understandable and robust.

## STUDENT ENGAGEMENT

Civil Contractors Federation Victoria provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your program.

Ongoing feedback will be provided through:

- interaction with trainers/assessors in informal discussion
- in response to individual queries and in relation to the tasks you complete.

We will contact you if you have not logged on within 6 weeks of the program commencement date. You will be deemed to have withdrawn from the program if you:

- have not logged on within 12 weeks of the program commencement date; and
- after making five attempts at contact, you do not reengage with us.

## MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each subject. Forms of assessment will include:

- knowledge questions
- demonstration of practical skills.

We will conduct onsite visits to demonstrate your competency in practical skills.

## SKILLS FIRST TRAINERS AND ASSESSORS

All trainers and assessors delivering online programs at Civil Contractors Federation Victoria are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- participating in a staff reference group of online trainers and assessors who meet and share ideas for improvement.