

## Online Service Standards

Partners in Training Australia (RTO: 21837) is committed to providing a quality learning experience

- All of the PTA courses are scheduled to deliver by face-to-face classrooms.
- In some courses, students are required to complete assessments by using the computer.
- During COVID-19 Pandemic, when the face-to-face classroom session is not feasible, courses are delivered by visual classroom/ real-time webinars with some supplemental methods.

Where online training is applicable, these online service standards explain our commitment to students in key areas.

### Student support

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

#### Trainers and Assessors

- Will be available for queries about learning and assessment by phone and email between 9.30 am and 4.00 pm on the day of training for the duration of the course/module.
- There will be a maximum of 20 students to each trainer/assessor for each course

#### Administrative/IT Supports

- Will be available for queries by phone and email between 8.30 am and 5.00 pm Monday to Friday
- Will reply to queries within 2 business days

### Student entry requirements and induction

Partners in Training conducts a Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs.

Prior to organise a Pre-Training Review session, we will make sure you are comfortable with the training methods.

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 quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

The following are the minimum information technology requirements to enable optimal access to assessments and online training methods we are likely to use:

- A stable Internet connection – broadband wired or wireless; and
- A device with Microsoft Windows 7 and above, Mac OS version 10.7 and above, iOS 7.0 and above, Android 4.0x and above or Kindle Fire HD; and
- A valid personal email address; and
- The latest version of Adobe Reader and Adobe Flash Player (free for download).

Please note, your laptop or desktop should have a minimum of 8GB memory and 2.0 Ghz processor

In addition to the above minimum requirements, the following are the recommended requirements to enable optimal learning experience:

- A monitor with at least 1024 × 768 screen resolution; and
- Speakers and microphone or headset; and
- A webcam or HD webcam – built-in or USB plug-in; and
- Microsoft Office (Word, Excel, PowerPoint) or similar software; and
- The latest version of Internet/Web Browser; and
- The latest version Anti-Virus Protection software.

Web-based content (including webinars) is also available on mobile devices including smartphones and tablets.

Students enrolled in HLT54115 Diploma of Nursing must have access to Microsoft Word and OneDrive.

The platform we use to conduct real-time online webinar is ZOOM, which is available on both PCs and smart devices.

### Learning materials

Partners in 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
- Interaction through discussion forums and webinars

### Student engagement

Partners in 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. Your trainer and training coordinator will contact you for absence. The catch-up sessions can be held through webinars or phone. Please refer to our Student Handbook on attendance and how to organise catch-up sessions.
- You can collaborate with your classmates through our interactive webinar, emails and/or phone.
- Ongoing feedback will be provided as you study through interaction with trainers/assessors by webinar, phone or email.

### Mode and method of assessment

The assessment methods for online training are not different from our face-to-face classroom training, which could include but not limited to (whether in hard copy or electronically):

- Knowledge questions
- Projects

- Demonstration of practical skills

Where students are asked to demonstrate competency in practical skills, this will be a face to face component.

### **Trainers and Assessors**

All trainers and assessors delivering online courses at Partners in Training have been through internal training on online delivery, which includes:

- Technical lessons on how to conduct training online

### **Contact**

If you have any other questions, please contact Student Support on 1300 664 601 to discuss.