

Online Service Standards

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

- PTA courses are delivered via face-to-face classroom or a combination of visual classroom and face-to-face classroom (blended model).
- 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 visual 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.

IT capability assessment has been built into the Pre-Training Review session. We will make sure students are comfortable with the training methods.

As part of the Pre-Training Review, we will include assessment of students' digital literacy level, by:

- Asking students to undertake a self-assessment quiz;
- Listing and explaining the IT requirements to enrol into a blended delivery course; and
- Discussing the quiz outcomes and making recommendations about whether the course is suitable, 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 (e.g. PC, Mac, tablet, smartphone) 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, the 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:

- PDF documents for Learner Guides and Assessments
- 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 students participation and ensure that students continue to progress through the course. The designated trainer and training coordinator will contact the student 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.
- Face-to-face review sessions have been built into all courses from January 2021. Students will have opportunities to physically meet their classmates, training coordinator and trainer to formally discuss and review their course progress.
- Students can collaborate with their classmates through our interactive webinar, emails and/or phone.

- Ongoing feedback will be provided 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

ZOOM breakout rooms are used where students are required to have group discussions, case study and role play.

Where students are unable to learn or demonstrate practical skills (e.g. hands-on practical skills) via ZOOM, face-to-face classes will be scheduled.

Trainers and Assessors

All PTA trainers and assessors meet *Skills First* teacher skill and experience requirements.

All trainers and assessors delivering online courses at Partners in Training have been through internal training on online delivery, which includes but are not limited to:

- Technical lessons on how to conduct training online; and
- How to engage students in the online learning environment.

Contact

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