

AGA Online Service Standards

Purpose

AGA have set minimum online standards to ensure that learners get the support they need in any qualifications they study online. Minimum standards can assist to manage student expectations, and ensure that those studying at our facilities and online have similar access to high standards and levels of communication by training staff. Minimum online standards assist to ensure that appropriate advice and support is provided and learner queries are quickly addressed in a timely manner.

These minimum online service standards are designed to ensure that students are engaged, motivated, and achieve quality results through their training with AGA.

System Availability

AGA currently use Catapult for our online blended learning program in the following qualifications;

- BSB20115 Certificate II in Business
- BSB30115 Certificate III in Business
- BSB40215 Certificate IV in Business
- BSB30915 Certificate III in Business Administration (Education)
- CHC30213 Certificate III in Education Support

This system is hosted externally and web based. While performance has proven 100% online availability, AGA can assure all learners engaged in online training and assessment activities that the Learning Management System will be available at least 99% of the time. AGA will ensure that all learning materials used for the online delivery of training and assessment complies with the principles of the Web Content Accessibility Guidelines 2.0.

Minimum Service Standards

AGA seeks high standards but requires minimum standards in the delivery of units of competency to support student engagement in learning and assessment activities. Online trainer and assessors should ensure that each unit of competency has the following minimum level of service.

1. Enrolment takes place between the trainer and student and covers;
 - a. Welcoming the student to the online system;
 - b. Confirm students digital literacy meets the level required for the online training;
 - c. Access details and logins into their online profile;
 - d. Student, in their initial login, will go through the Catapult tutorial, which explains how the content flows throughout the learning activities.
 - e. Trainers will inform the student of the unit duration and how long it will be open along with any additional assessment requirements outside of the online learning.
- f. How students are informed regarding reasonable adjustment, if applicable.

- g. Deadlines for submission of completed assessments from students.
- h. How students obtain support from trainers and technical enquiries.
- i. Context for the unit of competency, how it fits in and why it's important.
- 2. An Introductory message, posted on the Learning Management system before the start of each unit, which:
 - a. Welcomes the student to the unit in addition provides a unit description.
 - b. Provides the learner with more information about copyright, purpose, structure and version history.
 - c. Trainer monitoring of student progress and drives discussion with students.
 - d. Trainers assisting learner requests with clarification or assistance needed within 24 hours.
 - e. Continuously monitoring learner activities, contacting them when/if they fall behind. Flag any follow-ups requiring support for any at risk students.

Standards for Online Trainers

Online trainers are required to:

- Manage assigned groups and facilitate learner engagement via the Learning Management System related to learning and teaching content.
- Be agile in responding to all learner communication in a timely manner via all online messages or emails within 24 hours of contact, during business hours, or assist in the resolution by directing learners to the appropriate contact. Any learner enquiry posted outside of business hours must be responded to as early as possible during the following business day.
- During business hours, log in daily to the Learning Management System and initiate contact with learners who are not participating, accessing materials, or responding to communications.
- Wherever relevant, relate industry experience to learning.
- Contribute to a culture of learning and encourage learner success.
- Trainers to liaise with Training Managers with queries regarding the unit content.
- Deliver revision sessions throughout the training period via face to face contact or any other methods deemed necessary.
- Identify areas of concern or students at risk to be escalated to the Training Manager and employer (if applicable).
- AGA Trainers and Assessors provide feedback to the Training Manager where relevant, related to any aspect of the learning and training content or delivery of the unit to assist in quality improvement.
- AGA Trainers and Assessors are required to mark assessments within seven days of submission by the learner and provide meaningful feedback in a timely manner.
- There is no set time for the learner to participate in class and therefore there is no set time during the day for learners to complete tasks, AGA online trainers are required to remain logged into the Learning Management System during business hours in order to respond immediately to learner queries and discussions. Any learner enquiries or discussion posted outside of business hours must be responded to as early as possible the following business day.

Commencement of each Learner Cohort

AGA online trainers are assigned to their group/s at least one week prior to commencement of scheduled learning activities. This ensures enough time for preparation and orientation to the class, this is when they are expected to familiarise themselves with the subject. They must post the introductory message to the Learning Management System and the introduction of the Noticeboard summarising the important notes for the subject before the beginning of the subject.

Regular Contact with Learners

Every online unit has been setup with the Discussion Board for online trainers to post information and create informal discussion with learners. It is expected by AGA that the online trainers; posts regular relevant topics of interest in the Discussion Board each week. It is also mandatory that regular checks are made with the learner ad processes followed for inactive and at-risk learners in order to ensure that learners are continually engaged in learning and assessment activities. All contact with students must be recorded either through catapult or supplied to student admin for recording on the students file.

Learner Contact with Online Trainers

Each online trainer is issued with an AGA mobile phone which is required to be turned on during business hours for the days in which the on-line trainer is scheduled to monitor learning and assessment activities within the Learning Management System. This mobile phone number is to be provided to learners upon commencement of their training program.

Measuring Performance

Detailed reports can be obtained through Catapult to monitor trainer & assessor performance. Trainers & Assessors also undergo a performance review annually to ensure any issues are addressed. Staff requiring professional development to lift performance are offered this through our professional development form at the performance review.

