

## ONLINE SERVICE STANDARDS

**TAFE Gippsland offers a range of courses that can be delivered partly or wholly online. TAFE Gippsland 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**

TAFE Gippsland will provide the following support to students studying any aspect of their course online.

Teachers/Assessors:

- Are available for queries about learning and assessment during business hours Monday to Friday (except public holidays) by phone, email and/or online chat for the duration of the course/module. Note; where a teacher is unavailable then please contact the Program Manager who oversees your unit/course delivery.
- Are available for technical queries relating to Moodle access and navigating. Where the query is more complex the Teacher will contact the E-learning Manager for further advice.
- Will reply to queries within 2 business days and assessment will be marked and returned within 7 days.

Support Services

- Student Service Advisors can provide student support during business hours Monday to Friday (except public holidays) by contacting Student Reception from each campus on 1300 133 717.
- Library on campus is available to online students and all campuses are open during business hours Monday to Friday (except public holidays). In addition, the Bairnsdale campus is open 24 hours x 7 days per week via self-service outside business hours. Email: [library@tafegippsland.edu.au](mailto:library@tafegippsland.edu.au) 0351521734 or 0351270207.

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

TAFE Gippsland conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs including your level of digital literacy.

We analyse and evaluate your:

- Employment and volunteer work experience
- Software access and capability levels
- Knowledge and skills achieved through previous courses undertaken and completed
- Responses to other important PTR questions considering whether additional support is required.

**TAFE Gippsland uses a learning management system (LMS) 'TAFE Gippsland' Moodle for online course delivery. The following information technology requirements are recommended to enable optimal access to the LMS:**

**Operating system:** Windows 7, Windows 8, Mac OSX Yosemite, iPad iOS8

Mobile devices have **limited** support with [Moodle Mobile](#). Limited means some media may not be viewable and some features are not available.

**Internet speed:** Use a broadband connection 256 Kbit/sec or faster. This will ensure that you can view videos and online presentations through USB wireless modem, ADSL, T1/T2, fibre optic or cable.

Dial-up access will be significantly slower, and we do not recommend it for using Moodle.

**Internet browsers:** Compatible browsers include:

- Google Chrome 32 bit version 38 or later (recommended for optimal compatibility, this has been thoroughly tested on Windows)
- Safari 8 or later (recommended for optimal compatibility, this has been thoroughly tested on Mac)
- Mozilla Firefox 35.0 or later
- Internet Explorer 9 or later is recommended. Earlier versions are not supported. IE 10 is required for the dragging and dropping of files from windows outside of the browser into Moodle.

Note that add-ons and toolbars can affect any browser's performance.

If you are using MS Internet Explorer 9 and experience problems accessing Moodle, [visit this page, Fix site display](#), for assistance.

**Browser Settings:** We recommend that the following be enabled:

- Cookies
- Pop-ups (in both Internet browser and security software)
- JavaScript

**Plug-ins:** We recommend that you use the latest version of:

- [Adobe Flash Player](#)
- [Adobe Acrobat Reader](#)

To view all the resources uploaded to Moodle, you will probably need to have Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed or you could use [Office 365](#).

**Security:** With all firewalls, ensure that you enable uploading of files.

**LEARNING MATERIALS**

TAFE Gippsland ensures that learning materials used in online training are relevant, descriptive, user-friendly, interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums, chats, Skype, web conference and webinars.

**STUDENT ENGAGEMENT**

TAFE Gippsland 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;

- discussion forums
- webinars
- online chat

Ongoing feedback will be provided as you study, via:

- interaction with trainers/assessors in informal discussion forums
- response to individual queries
- response to assessment tasks, formative activities including quizzes you complete

TAFE Gippsland wants to assure students that we do understand and care about your learning progress and engagement with their teachers and learning material. For this reason students who have not logged on within 5 days of the course commencement date will be contacted by teachers as a courtesy. It is important for teachers to maintain a connection with you so they can listen to your ideas, thoughts and concerns regarding your study, assessment or other learning queries and provide you with sound advice, coaching and guidance where it is most needed.

**MODE AND METHOD OF ASSESSMENT**

There are a range of assessment methods that can be used for each unit of competency. Forms of assessment could include the following:

|  |                                      |
|--|--------------------------------------|
| • short answer questions                       | • portfolio of evidence              |
| • formal report, summary report or assignment, | • case study                         |
| • oral presentation                            | • role play                          |
| • project                                      | • demonstration of practical skills. |

Where students are asked to demonstrate competency in practical skills then Skype, web conferencing, mobile phone recording, webinar or other video recording technology will be arranged or created.

**TRAINERS AND ASSESSORS**

All trainers and assessors delivering online courses at TAFE Gippsland have experience in online delivery through one or more of the following:

- Professional development in online training (short courses)
- Formal qualifications in online training
- Participation in an online Community of Practice (i.e. Membership of Moodle.org)
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.