



TOID:22594

ONLINE SERVICE STANDARDS

The Australian Vietnamese Women's Association Inc. (AVWA) offers a range of courses that can be delivered by face-to-face, synchronous online learning or blended learning (a combination of face-to-face learning and synchronous online learning) with on-phone support to meet students' needs. In synchronous online learning, students and trainers connect at the same time but in different locations via Microsoft Teams platform.

I. AVWA TRAINING – ONLINE SERVICE STANDARDS:

We are committed to providing quality learning experience for students studying remotely and these online service standards explain our commitment to students in key areas

STUDENT SUPPORT:

AVWA provides the following support to students studying any aspect of synchronous online learning and blended learning course:

Trainers/assessors

- Available for training delivery via Microsoft Teams according to the timetable
- Reply to queries about learning and assessment by email (within 48 hours) or by phone (2.30pm – 4pm), Monday-Friday.

Administrative Support

- Available by phone or email between 9am and 5pm Monday to Friday
- Reply to queries within 48 hours
- Make appointment for students to pick up or return their Learner Assessment Tool (LAT) and other learning materials at the office.
- Students are supported to set up Microsoft Teams apps and instructed on how to use Microsoft Teams for synchronous online learning or blended learning by training or IT staff, or trainer.
- IT support is available via phone between 9am and 5pm, Monday to Friday.
- Counselling services are available by appointment between 9am and 5pm, Monday to Friday in person or via telephone.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

AVWA Training conducts comprehensive Pre-Training Review process for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This includes a review of their digital skills.

AVWA uses Microsoft Teams (video conferencing) for synchronous online learning or blended learning:

- Students are required to have access to internet, an email address and a computer, tablet, or smart device with audio and video functions. For optimal access, student will need minimum information technology requirement: a device with a minimum of 4GB of memory and 1.1GHz processor.

- Students are provided a link, Microsoft Teams ID and password to access the training session via video (time/session according to the timetable)
- An Induction Checklist must be explained and provided to students before or on the first day of training
- The Induction Checklist includes staff, their position, email and phone number, in case students need to contact for support.

LEARNING MATERIALS

Learning materials used in synchronous online learning or blended learning include:

- Guided content
- Learning materials (hardcopies) are provided to students by them picking up at AVWA or the materials being mailed to students' address
- Training delivery on Microsoft Teams (interaction through discussion between trainer and students) or face-to-face.

STUDENT ENGAGEMENT

- We will monitor student participation and ensure that they continue to progress through their course.
- Collaborative learning opportunities will be provided so that they can interact with their peers through Microsoft Teams (video conferencing) and face-to-face.
- Ongoing feedback will be provided as they study through interaction with trainers/assessors via Microsoft Teams and face-to-face.
- Trainers and/or training staff will contact any student who has not participated within 2 weeks of the program commencement date.
- Any student who has not participated in the learning sessions within 4 weeks of the course commencement date and does not reengage after 5 attempts at contact, will be deemed to have withdrawn from the course.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment may include:

- Knowledge questions
- Projects
- Case studies
- Portfolios
- Research Work
- Practical demonstration and third-party report, etc...

Where a student can't demonstrate practical skills remotely for a unit, the assessor will organise onsite delivery for that unit.

Where an assessor is unable to attend a workplace to conduct assessment, the assessor can use video technology to assess practical skills.

TRAINERS AND ASSESSORS

All trainers and assessors delivering synchronous online learning or blended learning courses at AVWA are experienced in Microsoft Teams training. They are supported by technical staff to install and use Microsoft Teams for training effectively.