

Practical Outcomes offers a range of courses that can be delivered online. Practical Outcomes is committed to providing a quality learning experience for learners studying online and these online service standards explain our commitment to learners in key areas.

Learner Support

Practical Outcomes provides the following support to learners studying any aspect of their course online:

Trainers/Assessors

- Available for queries about learning and assessment by phone, email or Zoom / Teams between 9:00 am and 5:00pm, Monday to Friday, for the duration of the course/module.
- Queries are replied to within 24 hours and assessment outcomes provided within 7 days.

Learner Support

- **Learning Management System (LMS) Specialist:** available between 9.00am and 5pm Monday to Friday to assist with any issues with the LMS. Contact can be made by phoning or sending an email to portal.support@practicaloutcomes.edu.au.
- Learner LMS resource: **Welcome and getting started guide** – step-by-step advice on navigating the portal, aXcelerate help guides and basic navigation tips, with FAQs.
- **Administrative support** is available for queries via phone 1300 223 040 or email myfuture@practicaloutcomes.edu.au between 9:00am and 5:00pm, Monday to Friday.
- **Learner Success Support:** A team which supports learners to achieve academic success and access additional support if required. The learner success team will contact every learner at the end of week 1, week 3 and week 5 to see if they need any extra assistance. They can also be accessed by email learnersuccess@practicaloutcomes.edu.au or through reception via phone 1300 799 610.
- **Language, Literacy and Numeracy Support (LLN) Coordinator:** Culturally and Linguistically Diverse (CALD) learners or learners with lower than required level of language, literacy and numeracy skills, and need additional support, will be referred to our LLN Coordinator after their Pre-Training Review for extra assistance. The learner can also contact the LLN Coordinator via email llnsupport@practicaloutcomes.edu.au.
- **Placement Coordinator:** learners who need assistance organising their placement services as well as any other concerns about placement can contact Kylie our Placement Coordinator via email kylie.jackson@practicaloutcomes.edu.au

Learner entry requirements and induction

Practical Outcomes conducts a comprehensive Pre-Training Review for all prospective learners to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of the level of digital literacy, by:

- Asking a learner to undertake a Pre-Training Review Assessment which assesses the learners reading, writing, oral communication, numeracy and general learning abilities.
- Discussing the assessment outcomes and making recommendations about whether the course is suitable for and identifying additional support where required.

Practical Outcomes uses a Learning Management System (LMS) for online course delivery and enrolment. The LMS is designed to be adaptive on multiple devices and incorporates UX Design to increase accessibility for all learners. The following are the minimum Information Technology requirements to enable optimal access to the LMS:

- Internet connection
- Recommended browsers: Chrome, Firefox and Safari
- Recommended devices: Desktop computers, laptops and tablets

Web-based content is available on hand-held devices including Smart mobile phones and tablets.

Learning materials and assessment methods

Practical Outcomes' LMS is an all-encompassing learning platform where learners can access all of their learning materials in one place, anywhere, anytime. Learners are inducted and oriented into the LMS and module by a Trainer and Assessor, to ensure they can navigate the LMS, have access to all resources and understand how to optimise use of the system.

Practical Outcomes' LMS is a learner-centric designed platform, that delivers just-in-time content to optimise learner engagement, progression and completion. Learners are equipped, by a timed delivery of knowledge and skills, to successfully complete assessment tasks and meet workplace-ready skills requirements. All learning is complimented by one-on-one training and mentorship.

On initial entry to the LMS, all modules (except for the Welcome and getting started block) are locked and collapsed. Learners can scroll down and view each module in the learning plan; however, it is not until they have commenced their training after their online induction that they will have access to their first module. Each module is made up of a number of learning and assessment activities for the learner to complete.

Learning Activities

Learners will be advised of the assessment requirements at the beginning of each module (cluster of units). For each week of their course or per assessment task they will have supporting eLearn modules to provide all the required knowledge and resources to complete tasks.

Assessment activities include:

- **Question and Answer – Short Answer or Multiple Short Answer direct input into LMS:** Question and answer tasks are used to assess the learner's knowledge in the topics they have learnt through the e-learn modules and targeted resources provided, to prepare them in undertaking application of knowledge in project work, case studies, workplace project tasks, observations and reflective practice. Question and answer tasks are also used to engage the learner in reflective practice during placement to further their pedagogical practice and professional development.

- **Case Studies - Short Answer or Multiple Short Answer direct input into LMS:** These allow learners to apply what they have learned by answering questions based on real-life scenarios, developed through consultation with current sector professionals to garner likely situations and challenges learners need to be equipped to manage to be workplace ready. Case studies provide learners with exposure to contexts that may not always be experienced during placement, i.e., high-care additional needs or disabilities as an example, to ensure holistic learning outcomes.
- **Projects - Short Answer, Multiple Short Answer direct input into LMS or file upload:** Projects typically involve the learner researching credible resources, accessing evidence-based practice information and applying their knowledge and skills for a particular module. Projects may be both theoretical and workplace based practical tasks. Learners will submit a range of evidence, from long answer questions, reports, evaluations, photographic evidence, feedback summaries, Supervisor Check-in reports, portfolio of work and templates designed to gather specific evidence against criteria as per the requirements of the unit of competency.
- **Observations/Simulated Tasks – File upload:** The assessor will observe the learner in the workplace or placement organisation undertaking the required tasks for the relevant unit of competency.

All assessment information is provided on the LMS, which includes:

- Step-by-step instructions
- Downloadable, editable templates as required per assessment tasks
- Simulated workplace policies and procedures
- Benchmark criteria to guide trainer and learner expectations
- Web-based resource hyperlinks – highly curated, credible, evidence-based sources of current best practice and emerging trends in the sector
- e-Books and relevant reading recommendations
- Multi-media learning content – to accommodate multi-user needs
- Multi-media learning content – supports WCAG 2.1 Level AA, including screen readers, keyboard navigation, visible focus indicators, and more
- Core documents, essential resources and sector-based references
- Progression indicator – includes calendar due dates. Learners can monitor their progress, submissions, feedback and status for each assessment and module.

Learner Engagement

Practical Outcomes provides an online learning experience that is engaging and interactive. All online learners undertake an induction where they are guided by their trainer through the LMS to understand how to use and also submit assessments.

Trainers monitor the learner's participation and ensure that they continue to progress through the course. The trainer maintains regular monthly contact with the learner and may contact the learner via email, phone or Zoom/Teams.

The expected study time will vary depending on the module the learner is completing. Practical Outcomes has designed timed delivery of eLearn modules and corresponding assessment to provide a realistic schedule of tasks for each learner. This schedule is immediately visible through the course overview and Learning Plan on aXcelerate.

Assessment feedback is provided to all learners, question by question (or section) to provide detailed feedback on all aspects of submission. Where re-submission of a particular question or section is required, Trainers provide guidance about the requirements for successful resubmission.

Ongoing feedback will be provided to all learners as they progress through the course via:

- One-on-one training and support with a trainer/assessor via phone, email or Zoom/Teams
- Response to individual queries and in relation to tasks.
- When the learner is on placement, the trainer will visit them in their placement organisation to provide support and to conduct observations

Learners are encouraged to progress through their course, prior to each deadline. Any learner not progressing will be contacted by their trainer, shortly after a missed deadline and at a maximum, within one month. If the learner continues to not meet the deadlines set by their trainer, they will be then placed on a re-engagement procedure in which extra support is given to them by the learner success team.

Trainer and assessor details

All Trainers/Assessors employed to deliver training and assessment on behalf of Practical Outcomes must maintain their sector currency and professional development for all qualifications they deliver and assess. Trainers/Assessors must also maintain their Vocational Education and Training (VET) currency and professional development.

All Trainers and Assessors involved in online delivery have undertaken and maintain professional development in online delivery.