

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

## Student Support

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

### Trainers/assessors

- Will be available for enquiries about learning and assessment by phone, email and online discussion group between 9:00 am and 5:00pm Monday to Friday for the duration of the course/module
- Where required, trainers/assessors will be available to learners after hours to ensure learners are supported throughout the course
- Will reply to queries within 24 hours and assessment outcomes provided within 7 days.

### IT Support

- Will reply to queries within 48 hours IT support helpdesk for technical queries.
- Will be available for queries via phone and email between 9:00am and 7:00pm Monday to Friday

### Support services

- Proactively supporting enrolled students to establish a positive connection via phone, email, text and in-person including proactively contacting students to encourage progress
- Following up and liaising with students in relation to their study and progress needs, and updating records and issuing paperwork to reflect this
- Providing technical and administrative support as needed to students in the use of the student portal
- Liaising with students and resolving matters of concern or complaints with students
- Language, Literacy and Numeracy support is specifically designed to provide assistance to those students who may need additional assistance with their studies. Regular one on one support is provided to those students and will focus on areas such as writing assignments and study skills. Students are also offered online support and over the phone

## Student Entry Requirements and Induction

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

- Asking you to undertake a Pre-Training Review Assessment
- Discussing the assessment outcomes and making recommendations about whether the course is most suitable and appropriate for you, and identifying additional support where required

Practical Outcomes uses a learning management system (LMS) for online course delivery. 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

## Learning Materials

Practical Outcomes ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- eLearning modules
- Guided content
- Videos
- eBooks
- Interaction through discussion forums and webinars

## Student Engagement

Practical Outcomes 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 and trainers through discussion forums and webinars
- Trainers and assessors are available on the phone and email
- Workplace/placement visits by trainers and assessors

Ongoing feedback will be provided by your trainer and assessor as you study through:

- Over the phone and email
- During Workplace/Placement visits
- Via the online Learning Management System
- Responses to individual queries and in relation to completed tasks

We will contact learners who have not logged on within 2 weeks of the course commencement date. Learners who have not logged on within 1 month of the course commencement date that do not reengage after 3 attempts at contact will be deemed to have withdrawn from the course.

## Mode and Method of Delivery

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

- Knowledge questions
- Projects
- Case studies
- Workplace/placement assessments
- Observations

Student's competency in practical skills will only be assessed in their workplace or during practical placement.

## Trainers and Assessors

Trainers and Assessors

All trainers and assessors delivering online courses at Practical Outcomes are experienced in online delivery and have undertaken professional development in online delivery, which includes ongoing participation in professional development sessions in the use and management of the Learning Management System.