



# WCIG Training Services Online Service Standards

WCIG Training Services Teams offers a range of courses that can be delivered partially or wholly online. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in the following key areas.

## STUDENT SUPPORT

WCIG Training Services will provide the following support to students studying any aspect of their course online:

### Administrative Support

- The WCIG Training Services Team will be available between 9:00am and 5:00pm Monday to Friday.  
Phone: 03 9689 3437  
Email: [Trainingservices@wcig.org.au](mailto:Trainingservices@wcig.org.au) to answer questions, give advice and offer support.
- The WCIG Training Services team will respond to phone calls immediately during opening hours and reply to emails within two business days.

### Trainers/assessors

- Available for queries about learning and assessment by phone, email and online chat
- Will reply to queries within 48 hours and assessment will be returned within 7 days of submission.

### IT helpdesk for technical queries

- Available via phone and email between 10:00am and 4:00pm Monday to Friday  
Phone: 03 9689 3437  
Email: [Trainingservices@wcig.org.au](mailto:Trainingservices@wcig.org.au)

### Support services

- Counselling service available by appointment between 9:00am and 5:00pm Monday to Friday, in person or via video conference contact the RTO Coordinator at [Trainingservices@wcig.org.au](mailto:Trainingservices@wcig.org.au) who will connect you with the relevant support services.

## STUDENT ENTRY REQUIREMENTS AND INDUCTION

WCIG Training Services Team conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This will include assessment of your digital literacy, by:

- Asking you to undertake a pre training review



- Discussing the outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

WCIG Training Services Teams also uses a various platforms for online course delivery.

- Zoom for learning delivery
- aXcelerate for assessment submission an access to learning resources

The following are the minimum information technology requirements to enable optimal access to the above systems

- A device with a minimum of 8GB memory and 1.5Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.
- Adobe acrobat reader DC

Web-based content is available on handheld devices including mobile phones and tablets.

A user manual on How to use learner's portal is available here [Using the Learner Portal - Manual](#)

## **LEARNING MATERIALS**

WCIG Training Services Team ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums and webinars

The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable, and robust.

## **STUDENT ENGAGEMENT**

WCIG Training Services Team 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.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 2 months of the course commencement date. Students who have not logged on within 1 months of the course commencement date that do not reengage after 5 attempts at contact will be deemed to have withdrawn from the course. \*

\*contact Student Administration for further information

## **MODE AND METHOD OF ASSESSMENT**

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
- demonstration of practical skills.

Where students are asked to demonstrate competency in practical skills, video technology will be used.

## **TRAINERS AND ASSESSORS**

All trainers and assessors delivering online courses at WCIG Training Services Teams are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Participation in- house professional development carried out for delivery of online training and assessment
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.