

LC13.8-SF: Online Service Standards



Approved by:	<input type="checkbox"/> Board of Directors:	Date of Approval:	
	<input type="checkbox"/> CEO:	Effective Date:	
	<input type="checkbox"/> Director of Services:	Review Date:	
	<input type="checkbox"/> Exec Management Team:	Previous Versions	

Berry Street – Online Service Standards

Berry Street RTO offers a number of qualifications that are delivered partially online. We are committed to providing a high quality learning experience for students and these online service standards explain our commitment to students in key areas.

Student Support

Berry Street RTO provides the following support to help you with your study online:

Trainers/assessors

Are available for queries about learning and assessment by phone and email between 9:00am and 5:00pm Monday to Friday for the duration of the qualification.

Will reply to queries within 2 business days.

Assessments submitted on time will be marked within 14 days.

Administrative Support

Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday.

Will reply to queries within 2 business days.

You can contact the team direct on 03 9429 9266 or email training@berrystreet.org.au.

IT support helpdesk for technical queries

Technical support is available from the IT Team on 1300 994 493 or by email itservicedesk@berrystreet.org.au.

IT will reply to queries within 48 hours.

Support services

All Berry Street students, regardless of the qualification delivered have access to the same support services. These services include a dedicated trainer/assessor, facilitated classroom sessions and access to industry relevant online and paper based resources.

LC13.8-SF: Online Service Standards



Student Entry Requirements and Induction

Berry Street RTO conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we ask questions about your digital capability and access to technology. We use the answers to these questions to determine whether the course is suitable for you, and to identify additional if you will require any additional support to undertake the online component of the qualification.

Further, prior to the commencement of your online learning you will undertake a digital literacy assessment. The outcomes of this will be used to determine whether you will require any additional support to undertake the online component of the qualification.

Berry Street RTO 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:

Technical Specifications

Required

- PC or Mac.
- A device with a minimum of 1GHz or greater memory and 1GB RAM processor.
- Windows 7 or above, Mac OSX Sierra or above, iPad IOS10.
- Microsoft Office 2003 or later.
- Access to the internet with a minimum bandwidth of 256 kbps. If using video, a minimum bandwidth of 512 kbps.
- Recommended minimum browser: Google Chrome 30, Firefox 25.0, Safari 10, Internet Explorer 11, or recent Microsoft Edge.
- Web-based content is available on hand held devices including mobile phones and tablets.

User Instructions

- Berry Street Learning Hub Introductory User Instructions on the LMS are available.

Learning Materials

Berry Street RTO 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

LC13.8-SF: Online Service Standards



- Alternative versions of key information can be provided upon request to students with accessibility issues.
- Learning materials comply with the high level principles of the Web Content Accessibility Guidelines 2.0.

Student Engagement

Berry Street RTO 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 may be provided in some qualifications so that you can interact with peers, through discussion forums or webinars.

Ongoing feedback will be provided as you study through interaction with trainers/assessors in face to face classroom settings, 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 2 months 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 Assessment

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

Forms of assessment will include:

- Knowledge questions
- Presentations
- Projects
- Case studies
- Work skills demonstration
- Supervisor Reports.

Trainers and Assessors

All trainers and assessors delivering online courses at Berry Street RTO are experienced in online delivery and have undertaken professional development in online delivery, which includes:

Attending webinars/forums in online training

Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.