

SWTS – Online Service Standards

SWTS provides online correspondence courses as a flexible learning option to the students who are unable to attend classroom study. This online training can be delivered partly or wholly depending of the course of study. SWTS is committed to providing a quality learning experience for our students studying online. The following standards explain how we conduct our online learning experience by proving a quality training and our commitment to the students.

QUALIFICATIONS AVAILABLE TO STUDY ONLINE

- Cert III in Early Childhood Education and Care CHC30113
- Diploma of Early Childhood Education and Care CHC50113
- Cert IV in Business BSB40215
- Cert IV in Business Administration BSB40515
- Cert IV in Christian Ministry and Theology 10742NAT

ONLINE STUDENT ENTRY REQUIREMENT

SWTS 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 assess students with the followings:

- Accessibility to a computer
- Assess the digital literacy skills by asking and undertaking a self-assessment quiz
- Discuss the outcome of the assessment and recommendation of other options such as choosing hardcopy.

At SWTS, students can request and will be offered an online-correspondence option if they are not computer literate.

- Students who choose the online-correspondence option can collect their learning materials and the assessments from the online trainer at the training office and obtain assistance if necessary.
- Upon completion, students are required to either drop their completed assessment tasks at the office or can send them by post to the training office at 147-155, Hogans Rd, Hoppers Crossing, Vic 3029.

STUDENT INDUCTION

At SWTS we conduct face-to-face inductions for all our new online students. Student must participate in an interview with the online trainer in our training office. This meeting helps the trainer to understand student's digital literacy skills and their capability of undertaking the online learning.

At the induction interview, the trainer takes the student through the online process.

At the online induction process:

- The online trainer will take the student through Catapult, SWTS online learning management system (LMS)
- The trainer will create a student portal login in Catapult

- Trainer ensures that student's ability to access the student portal and the student is required to demonstrate the trainer their ability to access their login accurately.
- Student will be assigned with their first unit
- The trainer will enrol the student into their first unit and check that this has been successful via an email notification.
- Student will also receive an induction pack including a power point slide, which includes relevant information to support their online training, their training plan, online unit schedule and practical placement information relevant to their course requirement.
- Student are encouraged to ask questions for clarification.
- Student will also receive information on the correspondence study.
- Student can request to choose correspondence study at the induction after receiving both information about online and correspondence at their induction meeting.

STUDENT SUPPORT

SWTS is committed to provide ongoing support to their online students. This will include the followings:

- Online Trainer/Assessor will be available in the office on Wednesday and Thursday between 9 am to 5pm. Students can contact the trainer by phone, email, or face-to-face meetings on the above days. If the above days are not suitable for the student, they can request a face to face meeting during the week Mon-Fri between 9am and 5pm with their trainer by appointment.
- Students also given the opportunity to connect with their trainer via virtual meeting platform Zoom.
- Students queries will be answered within 48 hours and the assessments will be assessed within 14 days.
- For any administration or technical queries student may contact the office Monday to Friday between 9am and 5pm or email at any time on training@swcc.org.au.
- Administration/ technical queries will be responded within 24 hours.
- At SWTS, we encourage our online learners to have regular meetings with their trainers to support their study. Our online trainer also follow up with the students if we notice any gaps in their communication.

Additional Support Services

SWTS offers a list of support services. This include, phone and email support, job search and placement, career guidance, study skills programs, counselling, and welfare support. Students requiring assistance are encouraged to contact our training office for referral to these services.

LEARNING RESOURCES

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

- Guided contents
- Graphics
- Audios/ Videos

We are using Catapult online learning management system (LMS) for our online learners.

STUDENT ENGAGEMENT

SWTS provides an online learning experience that is engaging and interactive. We will monitor your participation through our login and activity system and ensure that you continue to progress through your course.

We value your ongoing feedback in order to continue to providing with quality online delivery. We will be conducting student evaluations and appreciate your participation.

We will contact students who have not logged on within 30 days of the course commencement date offering support. If a student fails to re-engage to their study will eventually lead to a withdrawal from the course.

MODE AND METHOD OF ASSESSMENTS

The forms of assessment will include:

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills. (practical skills will be assessed at a practical placement according to their course of study)

OUR ONLINE TRAINERS AND ASSESSORS

At SWTS all trainers and assessors delivering online courses are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Formal qualifications in online training
- Participation in online delivery webinars, meetings and are industry experts.