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 on the course. SWTS is committed to providing a quality learning experience for our students studying online. The following standards explain the key areas of our online learning practice.

QUALIFICATIONS AVAILABLE TO STUDY ONLINE

- CHC30121 - Certificate III in Early Childhood Education and Care
- CHC50121 - Diploma of Early Childhood Education and Care
- BSB40120 - Certificate IV in Business
- CHC40221 - Certificate IV In School Based Education Support

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:

- 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 how they can improve their digital skills if needed.
- SWTS students who wish to participate in online study must have access to a reliable computer device, such as desktop, laptop or iPad.

STUDENT INDUCTION

At SWTS we conduct face-to-face inductions and virtual induction sessions for all our new online students. Students must participate in an interview with the online trainer. This meeting helps the trainer to understand student's digital literacy skills and their capabilities of participating in online study.

At the induction interview, the trainer takes the student through the online learning process. Trainer will introduce students to their learning platform and ensure that the leaner understands all the relevant study requirements.

At the online induction session:

- The online trainer will take the student through Catapult, SWTS learning management system (LMS)
- The trainer will create a student portal login in Catapult for the student.
- Trainer ensures that the student can access the student portal and the student is required to demonstrate the trainer their ability to access their login accurately at their induction session.
- Student will be assigned with their first unit.
- The trainer will enrol the student into their first unit and will ensure that the student received the unit ad can access the unit successfully by checking their email or sms 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.

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- Students are encouraged to ask questions for clarification.
- Students can connect with the trainer via email, phone, zoom meetings and in person during their study with SWTS.

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 Monday and Thursday between 9 am to 5pm. Students can contact the trainer by phone, email, or face-to-face meetings or zoom meeting 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.
- Will reply to queries within 48 hours and the assessments will be assessed within 14 days of submission.
- 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 or elearning@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. We also provide additional resources such as SWTS ppt slides and information sheets related to their unit study.

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.

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We value your ongoing feedback in order to continue providing with quality online delivery. We will be conducting student evaluations and appreciate your participation. Your valuable feedback helps us to improve the training here at South West.

We will contact students who have not logged on within 15 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 their 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.