

## 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 providing a quality training and our commitment to the students.

### QUALIFICATIONS AVAILABLE TO STUDY ONLINE

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- 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 10433NAT

### ONLINE STUDENT ENTRY REQUIREMENT

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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 we also offer hardcopy option for the students who are not digitally literate.

- Students who choose the hardcopy will be given the workbooks and assessments individually.
- Student must drop their completed assessment task off at the office or can be sent by mail

### ONLINE INDUCTION

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SWTS conduct an induction to student who enrol in a course to study online. The online induction will be conducted as a face-to-face interview with the trainer in the office. At the induction, the trainer will take 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 according to their course requirement.
- Student are encouraged to ask questions for clarification.

## STUDENT SUPPORT

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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 Tuesday and Thursday between 9 am to 5pm. Students have the opportunity to contact the trainer by phone, email or face-to-face meetings.
- 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 to 5pm.
- Administration/ technical queries will be responded within 24 hours.

## LEARNING RESOURCES

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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

## STUDENT ENGAGEMENT

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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

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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

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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 experienced