

ONLINE SERVICE STANDARDS

Bendigo TAFE offers a range of courses that can be delivered partly or wholly online via the Institute online platform – MyLearning. Bendigo TAFE is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

Bendigo TAFE will provide the following support to students studying any aspect of their course online:

Trainers/assessors

- Will provide details of availability to respond to queries at the commencement of each unit and in the calendar within each unit.
- Will endeavour to reply to queries within 24 hours and assessment will be returned within 10 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 two business days

MyLearning Platform Technical Support

- Will be available via phone or email between 9:30am and 4:00pm Monday to Friday.
- Will reply to queries within two business days

Student Support services

- Counselling can help you adjust to life as a student, deal with hurdles along the way and succeed in your course. Our services are available at all campuses, and are free and confidential. Our counsellors are qualified psychologists or counsellors. Telephone or email counselling is also available if necessary.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Bendigo TAFE 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 will include assessment of your level of digital literacy, by:

- Asking you to undertake a self-assessment quiz

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

Bendigo TAFE uses a learning management system (LMS) called MyLearning for online course delivery.

The following are the minimum information technology requirements to enable optimal access to MyLearning:

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

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

An introductory module and FAQs about MyLearning can be accessed when you first log in to MyLearning.

LEARNING MATERIALS

Bendigo TAFE 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

STUDENT ENGAGEMENT

Bendigo TAFE 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 2 months of the course commencement date that do not reengage after 5 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, and may involve assessment separate to the MyLearning online environment.

Forms of assessment will include:

- knowledge questions
- projects
- case studies
- demonstration of practical skills.
- assignments

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

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at Bendigo TAFE are experienced in online delivery and undertake professional development in online delivery, which includes:

- Internal professional development in delivery and assessment in the online MyLearning environment.
- Annual review and validation of online course content.