

REMOTE LEARNING SERVICE STANDARDS

ADVANCE-FORWARD W: www.adv-fwd.com.au

TOID 45256

HEAD OFFICE: Suite 8 – 3374 Pacific Highway, Springwood Qld 4127 T: (07) 31330249

REMOTE LEARNING SERVICE STANDARDS

Advance-Forward offers a range of programs that can be delivered partly by remote learning. Our team is committed to providing a quality learning experience for students studying remotely and these online service standards explain our commitment to you in key areas.

STUDENT SUPPORT

Advance-Forward will provide the following support to students studying any aspect of their program via remote learning:

- Trainers available for queries about learning and assessment by phone, email and online chat between 8:30am and 5:00pm Monday to Friday for the duration of the program/subject:
- Will reply to queries within 24 hours and return assessments to students within 7 days.
- There will be a maximum of 12-15 students to each trainer/assessor for each program.

ADMINISTRATIVE SUPPORT

Available by phone and email between 8:30am and 5:00pm Monday to Friday. Advance-Forward will reply to queries within 48 hours.

IT SUPPORT HELPDESK FOR TECHNICAL QUERIES

Available via phone, email and online chat between 10:00am and 4:00pm Monday to Friday. Will reply to queries within 48 hours.

SUPPORT SERVICES

Computers are not available in classroom- you are welcome to use the WiFi please bring your own laptop or tablet the office will be open between 8:30am and 4:00pm Monday to Friday.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Advance-Forward conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs.

This includes an assessment of your digital literacy by:

- asking you to do a self-assessment quiz
- discussing the quiz outcomes and making recommendations about whether the program is suitable for you and identifying additional support where required.

We use “ZOOM” for remote learning delivery.

- A home computer with internet access, a microphone and camera
- Tablet with internet access, a microphone and camera.

Hand-held devices like mobile phones are discouraged and not recommended for the ZOOM sessions.

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LEARNING MATERIALS

Advance-Forward ensures that learning materials used in remote learning are interactive and are presented in a variety of formats, including:

- guided content / online
- graphics
- video and audio
- interaction through discussion forums and zoom sessions.

The learning materials are reviewed to ensure that they are: perceivable, operable, understandable and robust.

STUDENT ENGAGEMENT

We provide a remote learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your program.

Collaborative learning opportunities will be provided so that you can interact with peers, through:

- discussion forums
- practical assessment days

Ongoing feedback will be provided through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to the tasks you complete.

We will contact you if you have not logged on each day of the program.

You will be deemed to have withdrawn from the program if you:

- have not logged on without notice to us, within 5 days of the program commencement date;
- and/or

- after making three attempts to contact you and you do not reengage with us.

MODE AND METHOD OF ASSESSMENT

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

Forms of assessment can include:

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

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All trainers and assessors delivering online programs at TAT are experienced in their field of teaching and have undertaken professional development, which includes:

- formal qualifications
- participating in a staff reference groups and industry work/volunteering as trainers and assessors who meet and share ideas for improvement.