

Federation TAFE – Online Service standards

The following online service standards apply to all VET training that is delivered online, regardless of whether that training delivered in part or wholly online. As such, the online delivery standards apply when a technology platform is used as a means of delivering training. Please note that this does not include instances where the platform has been used to store/share electronic documents only (Department of Education and Training, 2017).

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Student Support

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

Teachers

- Will be available for queries about learning and assessment by phone, email and online chat as published on the relevant course Moodle Shell. This is the University's online Learning Management System.
- Will endeavour to reply to queries within one working day and assessment will be returned within two weeks as specified in the VET Assessment procedure.

Administrative Support

- Student HQ opening hours:
 - Will be available for queries by phone and email between 9.00am and 5.00pm Monday to Friday.
 - Will endeavour to reply to queries within 48 hours.
- Students can submit a questions through the [enquiry portal](#), or search frequent asked question on [Ask FED](#)

IT support helpdesk for technical queries

- Student can use the [Ask FED](#) platform to find out answer to commonly asked questions or submit an enquiry.
- Student can access [Federation ITS portal](#), that contains information, guides, and solutions to commonly asked questions.
- Students can ask a question or request support through the [Federation ITS portal](#), or via phone from Monday-Friday 8:30am-5:00pm)

Support services

- Students can find out information about the support services that may be able available while they are studying at Federation TAFE, on the [Support services](#) webpage
- Students are able to contact TAFE Support Officers via phone, email, and in person. Who will assist them with their studies.
- Students are able to access [TAFE Ready online](#) portal, that provide information on:
 - Support services
 - Technology support
 - Studying at TAFE
 - Assessments at TAFE
- The counselling service is available by appointment between 9.00 am and 4.00 pm Monday to Friday,
- The Library is available to online students and is open between:
 - SMB campus: 9.00am to 5.00pm Monday to Friday, and closed on Saturday and Sunday
 - Mt Helen campus: 8.30am to 8.00pm Monday to Thursday, Friday 8.30am to 5.00pm, and Saturday/Sunday 1.00pm to 5.00pm.
- The online library is available anytime at: <https://federation.edu.au/library>

Student Entry Requirements and Induction

Federation 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 our online enrolment platform. As part of the Pre-Training Review, a review of an applicant's digital capability is included by:

- Having the applicant answer a series of questions which identify digital capability at either Novice, Capable or Advanced levels.
- Ensuring a student applying for the program is digitally capable to undertake online study.
- Reviewing the reading, writing and numeracy abilities of the student, and providing feedback that is aligned to the Australian Core Skills Framework (ACSF). This feedback will also indicate types of support that are available to the applicant, if necessary.

Federation TAFE uses a learning management system (LMS) called Moodle for online course delivery. Details of platform are provided as part of the enrolment induction process.

The following are the minimum information technology requirements to enable optimal access to the LMS are provided on the [minimum IT requirements for studying with us page](#):

- Access to a desktop or laptop computer running Windows 10 or later, Mac OS X10.14 Mojave or later
- Access to an updated internet browser (Firefox, Safari, Chrome or Edge) - Note: Internet Explorer is NOT supported
- A webcam and headset (including microphone)

- Installation of Federation University Office 365 (provided free to our students). Office 365 includes programs to create documents, spreadsheets, presentations, store your study materials in the cloud, and communicate with staff and students
- A reliable, high-speed broadband internet connection, with sufficient upload and download capacity
- You may require administration rights to your computer in order to install additional software.

Learning Materials

Federation 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
- Quizzes
- Online and connected classroom

The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable and robust

Student Engagement

Federation TAFE provides an online learning experience that is engaging and interactive. Participation is monitored to ensure that students continue to progress through their course.

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

- Discussion forums
- Webinars
- Online and connected classroom

Ongoing feedback will be provided to students as they study through:

- Interaction with teachers in informal discussion forums
- the Learning Management system
- In response to individual queries and in relation to tasks being completed

Contact will be made with students who have not logged on to Moodle within four weeks of the course commencement, and have not engaged in any other delivery method. Students subsequently may be withdrawn from a unit or course.

For further information refer to the University procedure: Enrolment Withdrawal (TAFE) Procedure Policy Code: SS1029.

http://policy.federation.edu.au/student_services_and_administration/enrolment/enrolments/ch1.pdf

Mode and Method of Assessment

Dependent on the unit/module requirements, different types of assessment methods may be used for each unit of competency.

Forms of assessment may include:

- Knowledge assessment
- Project assessment
- Practical skills assessment

Where students are asked to demonstrate competency in practical skills, a range of technologies will be used.

As per the University VET Assessment procedure Policy Code: LT1241, students will be provided with documented feedback on their performance within two weeks of assessment submission.

Trainers and Assessors

All trainers and assessors delivering online courses at Federation TAFE are experienced in online delivery and have undertaken professional development in online delivery in line with the Federation TAFE annual Professional Development Program and the BOLD courses offered through the University as listed below. Other development may also include:

- Informal professional development
- Formal qualifications in online training
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement