

## Online Service Standards

*MSA Training and Professional Development offers certain qualifications to particular cohorts of students in an online format. We are committed to providing a quality learning experience for these students and the online service standards detailed below explain our commitment to students in key areas.*

### Student support

MSA Training and Professional Development will provide the following support to students studying any aspect of their course online:

- Trainers will be available for queries about learning and assessment by email and will respond to such emails within 5 working days.
- Trainers will mark submitted assessments within 28 days.
- Our student support staff can be contacted by phone and email between 9am-5pm Monday – Thursday and 9am-3pm on Fridays. Emailed inquiries will receive a response within 3 working days, although complex matters may require additional time or referral to specialist staff.
- Brochures on Essay Writing, Referencing, Reading Strategies, Editing & Proofreading, Brainstorming & Mindmapping are available.
- Referral to external support providers such as the Migrant Resource Centre, Reading Writing Hotline, AMES.
- Visitor access to [Monash Universities libraries](#).
- Referral to the MSA Student Rights Service.
- Support from Monash University's Disability Liaison Officers.
- For Aboriginal & Torres Strait Islander students: Access to the University's [William Cooper Institute](#) with a student lounge, Aboriginal Elder and learning support officers.
- Access to information/service providers – Centrelink, Department of Housing & Accommodation, Department of Human Services.
- Referral to our '**Computer Skills Improvement Program**'. This free program matches students with a volunteer for up to 8 hours per week to provide support with computers, advice on editing and proofreading, help with study skills and, most importantly, encouragement and motivation.

### Student entry requirements and induction

MSA Training and Professional Development 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 an assessment of your level of digital literacy, by:

- Asking you questions about your computer skills
- Discussing your computer skills and making recommendations about whether the course is suitable for you, and identifying if additional support is needed.

Students will be provided with an induction video explaining the use of Zoom. The day before the course starts they will be sent a Zoom link and password.

### Technical Specifications

MSA Training and Professional Development primarily uses Zoom for online learning. Some classes

may also have components of their course on Moodle in addition to their Zoom or face-to-face classes.

The following are the minimum information technology requirements to enable optimal access to Moodle or Zoom:

Component	PC	MAC
Processor	Intel i5 2.2Ghz / AMD A6 1.8Ghz	1.1Ghz dual-core m3
Operating system	Windows 10	OS X 10.12
Memory	4 GB	
Hard drive	250 GB	
Display	12" screen with 1366 x 768 screen resolution	
Software	Microsoft Office	
Web browsers	Firefox (latest version) Chrome (latest version)	Safari 9.0.2
Wireless protocol	802.11n dual band or 802.11 b/g/n	
Accessories	USB or external hard drive for backing up and/or transporting files	
Audio visual	For Zoom classes your computer will need a camera, speaker and microphone	

## Learning materials

MSA Training and Professional Development ensures that learning materials used in online training are engaging and a variety of formats may be used where appropriate. This may include:

- ✓ Text
- ✓ Graphics such as photos, maps, diagrams, flow charts and graphs
- ✓ Videos
- ✓ Audio
- ✓ Interaction through discussion forums and webinars
- ✓ Printable downloads
- ✓ Links to other references
- ✓ Suggested readings
- ✓ Provision of hardcopy materials sent in the post

## Student Engagement

MSA Training and Professional Development 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. In some classes this means that you will be required to have your camera on during the session.

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

- Group activities, discussions and role plays
- Online noticeboards or forums
- Social media such as WhatsApp or closed Facebook groups

## Feedback and progress

Students are sent Unit Reflection forms to complete. These forms are an opportunity to provide feedback and will be monitored to check student progress and to enable trainers to provide feedback on student progress.

Deadlines will be provided for each unit. Students are encouraged to work solidly and consistently to meet these deadlines. Students not able to meet these deadlines must apply for an extension (fees may apply). Students who miss deadline without having an extension approved may be withdrawn from the course.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion forums or via email
- in response to individual queries and in relation to tasks you complete
- comments on each of the unit assessments you submit

We will contact students who have missed two consecutive Zoom classes.

Reminder emails are sent to all online students regularly throughout the course to offer support and encouragement and as a reminder of upcoming assessment due dates.

## Mode and Method of Assessment

Forms of assessment may include:

- written theory questions
- projects
- case studies and scenarios
- self reflection questions
- work placements
- demonstration of practical skills through the use of video technology.

## Trainers and Assessors

All trainers and assessors involved in online learning at MSA Training and Professional Development hold the Certificate IV in Training and Assessment and have experience in online delivery. They undertake suitable professional development activities to continuously improve their skills in online delivery. This professional development includes completion of training activities and participation in a reference group of online trainers and assessors, who meet and share ideas for improvement.