



Online Learning Policy and Procedure

Purpose

This policy describes the manner whereby SCAA SWTI Limited (SCAA SWTI) will conduct Online Learning delivery.

Scope

This policy applies to all Online Courses within the SCAA SWTI scope of registration.

Responsible parties

The Executive Officer of SCAA SWTI is responsible for the control and implementation of this policy.

Definitions

Online Course refers to a Qualification or limited number of accredited units from a training package that will be delivered in an Online Learning environment.

SCAA SWTI representative is defined as an employee or contractor of the SCAA SWTI Registered Training Organisation (RTO).

Policy

This Online Learning policy is concerned with programs in which the delivery medium is predominantly internet-based. Blended learning is defined as the delivery of programs where only some modules are delivered online. The online portion of such blended programs is also covered by this policy. Students of online programs are non-standard students who wish to avail of learning but for whom attendance at a SCAA SWTI Training Centre full time or part time is not possible or unpractical or if unforeseen circumstances prevent face to face learning.

The provision of online learning programs assists SCAA SWTI delivering training in the Wool Harvesting industry.

Programs may be developed uniquely for online learning and validated by the normal SCAA SWTI quality procedures. Programs currently delivered in a classroom setting may be adopted for online delivery, and such modified programs must go through the appropriate quality assurance approval process.

All online programs are subject to the normal Quality procedures and standards of SCAA SWTI. The provision of many programs is particularly suited for online delivery.

Shorter programs, such as Special Purpose Programs, Short Courses, or single modules may also be suited for online delivery. Students of online learning programs have the same rights and entitlements, and can access the same services as full-time attending students.

Supporting Document: SCAA SWTI Online Standard.

PRESCRIBED ITEM TO BE ADDRESSED	RATIONALE
<p>1. Student support, including:</p> <ul style="list-style-type: none"> • Details of how and when Teacher/trainer/assessors, administration staff, information technology staff, and any other key staff can be contacted by students and response times for queries. • Support services available and how they can be accessed by students studying online. 	<p>Students are supported throughout their study and have clear information about how to access this support.</p>
<p>2. Student entry requirements and induction, including:</p> <ul style="list-style-type: none"> • Confirmation of digital literacy. • Details of platform/s to access learning materials and resources. • Minimum hardware and software requirements. 	<p>Students are only enrolled in courses that are suitable and appropriate. Students are aware of the minimum requirements to be able to participate in the course.</p>
<p>3. Learning materials, including</p> <ul style="list-style-type: none"> • Various formats to optimise the learning experience. • How the high level principles of the Web Content Accessibility Guidelines are met. 	<p>Learning materials cover all aspects of a unit of competency and all necessary information to enable competency to be achieved. Learning materials are accessible to a wide variety of learners.</p>
<p>4. Student engagement, including</p> <ul style="list-style-type: none"> • Provision of collaborative learning opportunities with peers and others. • Provision of ongoing feedback – the Training Provider’s approach to collecting feedback and frequency. • Monitoring of student activity or non-participation. 	<p>Students are engaged in learning and monitored to ensure they continually progress through their program.</p>
<p>5. Mode and method of assessments utilised, including:</p> <ul style="list-style-type: none"> • Forms of assessment used. • Tools and technology used to facilitate assessment of practical skills. 	<p>Students are assessed against all aspects of a unit of competency and practical skills are assessed using contemporary technology.</p>
<p>6. Details of trainer and assessor skill and experience in online delivery, including</p> <ul style="list-style-type: none"> • Relevant qualifications and professional development. 	<p>Trainers and assessors are skilled in online facilitation and have current qualifications or have completed professional development to enable them to deliver an engaging learning experience.</p>



SCAA TRAINING – ONLINE SERVICE STANDARDS

SCAA Shearer Woolhandler Training offers a range of courses that can be delivered party or wholly online. SCAA Shearer Woolhandler Training 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

SCAA Shearer Woolhandler Training will provide the following support to students studying any aspect of their course online: Trainers/assessors

- Will be available for queries about learning and assessment by phone, email and online chat between for the duration of the course/module.
- Will reply to queries within 24 hours and assessment will be returned within 7 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 48 hours

IT support helpdesk for technical queries

Will be available via phone, email and online chat. Contact to be made with the office regarding availability times for support

- Will reply to queries within 48 hours

STUDENT ENTRY REQUIREMENTS AND INDUCTION

SCAA Shearer Woolhandler Training 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.

LEARNING MATERIALS

SCAA Shearer Woolhandler Training ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video

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