

June 2021

Victoria's Registered Training Organisations (RTOs) remain open, in line with the latest advice from Australia's Chief Medical Officer and Victoria's Chief Health Officer. This applies equally to RTOs that operate out of a Neighbourhood House premises as is the case with Avenue Neighbourhood House.

In line with The Department of Education and Training, training providers are encouraged to move to remote learning and online learning options where possible. Avenue Neighbourhood House has put in place a temporary remote learning delivery mode to keep students engaged in training and learning when health directions require us to do so during 2021. As Avenue Neighbourhood House delivers Foundation Skills courses, it has been determined that the delivery method during this time to best enable students to continue with their training is remote learning. Remote learning will be a combination of online classroom sessions and student self-paced learning.

During the periods of remote learning, Avenue Neighbourhood House will utilise the online platform 'Zoom' as a tool for 'live' online timetabled classroom sessions. Remote learning delivery will be a combination of Zoom classroom sessions with the tutor, additional pre-arranged Zoom sessions between tutor and students where additional support is required, email contact between tutor and student, and self-paced learning.

Avenue Neighbourhood House is committed to providing a quality learning experience for students and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

Avenue Neighbourhood House will provide the following support to students during the remote learning period.

Tutor Support

Tutors will

- be able to answer questions during the scheduled online classes for each unit.
- provide additional student support through the scheduling of extra online class sessions where required.
- be available for queries about learning and assessment by email.
- reply to student email queries within 24 hours and assessment outcomes will be notified to students within 14 days.
- have a maximum of 30 students to each tutor for each course

Administrative/Technical Support

Staff will

- be available by phone and email between 9am and 4pm Monday to Friday.
- reply to email and phone queries and requests within 48 hours.
- In certain circumstances, Avenue Neighbourhood House will provide laptops/devices to students during the period of remote learning.

Support Services

- Additional scheduled online support sessions are available outside class hours with tutors and staff, as scheduled (refer to the timetable for details).
- The Manager and Further Education Coordinator are available by appointment to discuss any concerns or requests for additional support.
- Youth workers are available for ReFresh and ReNew Students to provide ongoing support and counselling.

STUDENT ENTRY REQUIREMENTS AND TECHNICAL REQUIREMENTS

Existing students

Avenue Neighbourhood House conducts a comprehensive Pre-Training Review for all prospective students to determine whether the course is suitable and appropriate for their individual needs.

With the transition to remote learning during COVID 19 restrictions, students and/or their families are contacted by the Further Education Coordinator to assess additional digital literacy and technical requirements. For the period of remote learning students will need to have access to internet, meet basic digital literacy requirements (can have a support person where required) and access to a computer/device for online classes.

New students

As part of the Pre-Training Review, we will include assessment of your 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

All students are required to use the Zoom platform to attend scheduled online classes and additional support classes. Students will not be required to set up a Zoom account. Avenue Neighbourhood House through its Zoom account will securely provide meeting information and passwords to student users and staff to ensure supervision and control over the remote learning and online meeting sessions.

The following are the minimum information technology requirements to enable optimal access to Zoom.

System requirements

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in
- Or, a HD cam or HD camcorder with video capture card

Computer requirements

- macOS X with macOS 10.7 or later
- Windows 10
Note: For devices running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Windows 8 or 8.1
- Windows 7
- Windows Vista with SP1 or later
- Windows XP with SP3 or later

Tablet and mobile devices requirements

- Surface PRO 2 or higher running Win 8.1 or higher
Note: For tablets running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- iOS and Android devices
- Blackberry devices

Supported browsers

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+

More information on requirements to access Zoom can be found at

<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

All online class sessions will be recorded as evidence of training and/or assessment. If a student misses an online class, the tutor will contact them to arrange a catch-up online class or provide instructions so the student can continue with their learning.

LEARNING MATERIALS

During remote learning hard copies of all learning materials will be sent in packs delivered to the students home or via email with no face-to-face contact.

Avenue Neighbourhood House 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 break-out rooms

STUDENT ENGAGEMENT

Avenue Neighbourhood House provides a remote learning experience that is engaging and interactive. Tutors and the Further Education Coordinator will monitor a student's participation and ensure that students continue to progress through their course.

Collaborative learning opportunities will be provided during the Zoom classroom sessions so students can interact with peers through;

- Discussions
- Participation in online group activities

Ongoing feedback will be provided through

- Interaction with tutors during Zoom classroom sessions and via email and telephone.
- Responding to individual student queries and providing feedback in relation to tasks completed.

Avenue Neighbourhood House will contact students and/or the students' family if students have missed two online classroom sessions. Students who have not been able to participate in remote learning due to COVID 19 restrictions after all support options have been exhausted will be deferred from the course until face-to-face training recommences.

MODE AND METHOD OF ASSESSMENT

Where appropriate observation assessment tasks will be completed during an online class where the tutor will observe the student completing the task/s and providing responses to oral questioning.

All other assessment tasks will be paper based and sent to students in their packs. The assessment task cover sheet includes additional declaration questions around authenticity and validity of completed assessments for the student to complete.

For all other courses a minimum of three forms of assessment will be used for each unit of competency.

Forms of assessment will include:

- Written assessment tasks
- Projects
- Teacher questioning
- Portfolio

TUTORS

All tutors delivering courses at Avenue Neighbourhood House have undertaken professional development in online delivery, particularly around the use of the 'Zoom' platform.

Tutors are experienced in facilitating active learning, whereby students complete the theory as self-paced learning and online class time is spent in discussion, consolidating and enhancing learning.

Trainers also undertake ongoing professional development, including participation in tutor meetings to discuss and share ideas for improvement of delivery.