

Online Training Standard

Guild Training offers a range of programs that can be delivered partially or wholly online. We are committed to providing positive outcomes by providing a quality learning experience for students studying online. These online service standards explain our commitment in the following key areas.

Student Support

Guild Training will provide the following support to students studying any aspect of their program online:

- Learner can contact Guild Training staff including, trainers and assessors, administration staff, IT Support Helpdesk staff and other key staff via phone or email. Queries will be responded to within 48 working hours.
- Office hours are Monday to Friday (excluding public holidays) 9:00am to 5:00pm
- Information regarding student support and progress can be found in a learner's Pre-Enrolment Handbook, detailed information regarding student support and progress is available in the Student Support and Progression Policy and is available on request.
- Support services can be provided to learners internally and where more specialist support services are required learners will be referred to external providers. There may be costs associated with some services.

Student Entry Requirements and Induction

Guild Training provides information to learners prior to enrolment to allow them to make an informed decision as to whether a course is suitable and appropriate for their individual needs.

This information includes:

- Entry requires such as
- Employment status
- Competency in specific units of competency and/or previous workplace experience
- Language
- Literacy
- Numeracy and
- Digital skills

Online learning and assessment requires a learner to have access to a device, such as a laptop, computer or handheld device which has internet connection.

Learning Materials

Online learning resources provide learners with the knowledge required to undertake the assessment. The learner resources include activities that test the knowledge and skills learned prior to undertaking assessment tasks.

PDF copies of Learning Guides are available to students on request. Costs may be associated with the provision of hard copies.

Guild Training is committed to providing online learning and assessment that meets the principles of the Web Content Accessibility Guidelines.

Learners are encouraged to provide feedback so we can continue to improve our online learning and assessment.

Student Engagement

Guild Training monitors learners' engagement following the Support and Progression Policy. Learners have regular contact with their Guild Training trainer and are encouraged to speak to their Guild Training Trainer if they have any concerns regarding their training progress.

Mode and Method of Assessment

As outlined in the Pre-Enrolment Handbook and the Learner/Supervisor Handbook, Guild Training used a variety of assessment which may include:

- Knowledge questions
- Portfolios
- Workplace journals
- Verbal assessment
- Supervisor evidence reports

Guild Training Trainers and Assessors

All trainers and assessors employed by Guild Training meet the requirements of trainers and assessors as outlined in the VET Quality Framework. In addition to this all trainers are provided training on the online learning platform and have access to staff to assist them with their ongoing online learning skills and knowledge. Trainers and assessors are encouraged to ask questions and provide feedback on the online systems used by Guild Training.

Associated Policies and Procedures

- Student Support and Progression
- Access and Equity
- Staff Recruitment, Induction and Development
- Trainer and Assessor Requirements
- Compliments, Complaints Appeals Form
- Privacy Policy

Related Topics

References

Victoria State Government, Education and Training Online Service Standards

Authority

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