

## **PROACTIVE TRAINING – ONLINE SERVICE STANDARDS**

Proactive Training offers a range of programs that can be delivered partly or wholly online.

We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to you in key areas.

### **STUDENT SUPPORT**

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

Skills First Teachers will be for queries about learning and assessment by phone, email and online chat between 3:00 pm and 6:00 pm Monday to Friday for the duration of the program/subject.

Individual students will be advised of dedicated mentoring sessions and catchups that will be scheduled to follow on from scheduled training sessions

Will reply to queries within 24 hours and return assessments to students within 7 days.

There will be a maximum of 20 students to each trainer/assessor for each program.

#### **Administrative Support**

Available by phone and email between 9:00 am and 5:00 pm Monday to Friday.

Will reply to queries within 48 hours.

#### **IT support helpdesk for technical queries**

Available via phone, email and online chat between 9:00am and 5:00pm Monday to Friday and between 10:00 am and 2:00 pm on Saturday and Sunday.

Will reply to queries within 48 hours.

#### **Support services**

Counselling service available by appointment between 9:00 am and 5:00 pm Monday to Friday, in person or via video conference.

## STUDENT ENTRY REQUIREMENTS AND INDUCTION

Proactive Training conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs.

**This includes an assessment of your digital literacy by:**

- Asking you to do a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the program is suitable for you and identifying additional support where required.

Proactive Training uses Moodle LMS for online program delivery.

The online portal can be access

Via the Proactive home page

Via the Proactive webpage menu

Directly via <https://proactivetraining.com.au/lms>

The following are the minimum information technology requirements to enable optimal access to the LMS:

- A device with a minimum of 8GB memory and 1.5Ghz processor
- Microsoft Windows 7 and above or Mac OS version 10 and above.

**Please use the following browsers for optimal performance:**

- [Brave](#)
- [Chrome](#)
- [Firefox](#)
- [Edge](#)

Web-based content is available on hand-held devices including mobile phones and tablets.

An introductory email will be sent to all registered user with instruction on accessing the online portal

Instructions can also be found at:

[https://proactivetraining.com.au/documents/login\\_instructions.pdf](https://proactivetraining.com.au/documents/login_instructions.pdf)

## LEARNING MATERIALS

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

- Downloadable and editable workbooks
- eLearning presentation
- video
- audio
- interaction through discussion Zoom sessions and webinars.

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

Proactive Training provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your program.

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

- Discussion forums
- Zoom discussion sessions.
- Breakout project activities

### **Ongoing feedback will be provided through:**

- Interaction with trainers/assessors in informal discussion forums
- In response to individual queries and in relation to the tasks you complete.
- We will contact you if you have not logged on within 2 weeks of the program commencement date.

You will be deemed to have withdrawn from the program if you:

- Have not logged on within 8 weeks of the program commencement date; and
- After making five attempts at contact, you do not reengage with us.

## **MODE AND METHOD OF ASSESSMENT**

A minimum of two forms of assessment will be used for each subject. Forms of assessment will include:

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills.

We may use video technology or third party confirmation to demonstrate your competency in practical skills.

### **SKILLS FIRST TEACHERS**

All trainers and assessors delivering online programs at Proactive Training are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Formal qualifications in online training
- Participating in a staff reference group of online trainers and assessors who meet and share ideas for improvement.