

# ONLINE SERVICE STANDARDS

Building and Construction Training Australia (BCTA) offers a range of courses that can be delivered Virtually in real time classroom environment through MS Teams (LMS). We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students.

## STUDENT SUPPORT

BCTA will provide the following support to students studying any aspect of their course online:

### Trainers/assessors

- BCTA Trainers will regularly be in touch with you on your Microsoft Teams chat groups for the duration of the course. They will be available after class as well for any questions.
- Trainers will reply to queries within 24 hours.
- All assessments submitted will be assessed and feedback will be given to students within 7 business days.
- There will be a maximum of 25 students to each trainer/assessor in a class.

### Administrative Support

- Phone (1300 11 2282) and email (your respective admin coordinator's email) between 9:00am and 5:00pm Monday to Friday.
- Email [enquiries@bcta.vic.edu.au](mailto:enquiries@bcta.vic.edu.au)
- BCTA will endeavour to reply to queries within 48 hours.

### IT support helpdesk for technical queries

- BCTA IT Support will help the students who have got any technical difficulty with logging on to Microsoft Teams, typing or submitting assessments online or any other related technical issue.
- IT Support is available via phone, email, and online chat between 9:00am to 5:00pm (Monday to Friday) and between 9:00am to 2:00pm (Saturday & Sunday).
- BCTA will endeavour to reply to queries within 48 hours.

### Support Services

- BCTA's administration staff and Trainers are available on phone, in person or email between 9:00am and 5:00pm Monday to Friday.
- Additional support classes will be organised for students identified as needing extra support.
- Reading, Writing, Learning and Language support can also be provided as and when identified.

## STUDENT ENTRY REQUIREMENTS AND INDUCTION

BCTA conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This 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 student and identifying additional support where required.
- BCTA uses a learning management system (LMS) for online course delivery called Microsoft Teams. The following are the minimum information technology requirements to enable optimal access to Microsoft Teams: A device with a minimum of 8GB memory and 1.5Ghz processor.
  - Smooth and uninterrupted internet connection with a minimum download speed of 2MBPS and upload speed of 0.5MBPS.
  - Microsoft Word, PowerPoint, Excel and Adobe Acrobat or any other PDF reader

- Microsoft Windows 7 and above or Mac OS version 10 and above. Web-based content is available on handheld devices including mobile phones and tablets. An introductory module on the LMS (MS Teams) can be found at <https://www.youtube.com/watch?v=Zx9JuiM4-X8>

## **LEARNING MATERIALS**

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

- Guided content, Graphics, Video, Audio, and Interaction through discussion forums on Microsoft Teams
- 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**

BCTA 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. Collaborative learning opportunities will be provided so that you can interact with peers, through discussion forums.

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to tasks you complete

BCTA will contact students who have not logged on within 2 consecutive classes at any time for the duration of the course. Formal Withdrawal process will start if they miss 4 consecutive classes without valid reason.

## **MODE AND METHOD OF ASSESSMENT**

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment will include:

- Written knowledge questions
- Projects/Practical Assessments
- Case studies
- Research
- Role Plays
- Observations
- Multiple Choice Questions
- Individual Activities/Major Activities

## **TRAINERS AND ASSESSORS**

All trainers and assessors delivering online courses at BCTA are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Training in online lecture delivery by BCTA
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.