

## Policy 24: Online Service Standards Policy and Procedure

### Purpose

This policy and procedure is to ensure that all students and staff are inducted, trained and supported throughout their duration of study or employment. ACU College offers a range of courses that can be delivered in limited parts online however the majority of course materials and the primary connection tool between staff and student in the Learning Management System called LEO Learning Environment Online (LEO) - ACU's online learning management system.

### Scope

This policy and procedure applies to all ACU College staff and students.

### Definitions

LEO – Learning Environment Online. Moodle

### Policy

#### 1. Learning Environment Online (LEO)

- 1.1. The University's online learning platform is called Learning Environment Online (LEO).
- 1.2. All training and assessment resources, policies, templates, student handbooks are made available to all students and staff through LEO.
- 1.3. All documents on LEO are version controlled and all staff and students are required to use only documents that are available on LEO. Any other documents or resources must be approved by the Compliance team within ACU College before they are used.

#### 2. Student Entry Requirements and Induction

- 2.1. Applicants seeking to enrol in ACU College Vocational Education courses undergo the Pre-training review process which includes an information presentation, an online LLN assessment and a Pre-training review interview including a self-assessment of digital literacies, a review of access, understanding of operating systems, software specifications, desktop processing applications and status of digital device ownership and frequency of use.
- 2.2. ACU College supervisors invigilate the online LLN Assessment process and applicants participating are observed for any signs of 'difficulty' in completing the assessment or navigating the application. Observations are recorded.
- 2.3. The Pre-Training Review Interview is conducted by a panel of two staff members with at least one panel member a qualified nurse and the other panel member expert at systems, administration and education to help in evaluating the suitability of the program and the knowledge & skills the applicants bring to the course.
- 2.4. All enrolled VET students are provided information on the access and use of LEO on the orientation day and again during the first two weeks after the course commencement date.
- 2.5. The following are the minimum information technology requirements to enable optimal access to the online LMS (LEO):
  - 2.5.1. A device with a minimum 8GB memory and 1.5Ghz processor
  - 2.5.2. Microsoft windows 8 or above and Mac OS version 10 and above. Mac OS X users are also required to download additional software from Moodle (Apache, MySQL and PHP)

#### 3. Student Support and Engagement

ACU College supports staff and students through:

##### University Support

- 3.1. All staff and students are provided with a university generated ACU login which provides online access to all Student Services (Service Central [https://acu.service-now.com/service\\_central?id=servicecentral\\_home](https://acu.service-now.com/service_central?id=servicecentral_home)) and support staff. Service Central is accessible 24/7 and staff/students are provided with a number of access points including Chat, email, log an issue, and telephone. All inquiries are issued with a Customer Reference Number for tracking and follow-up.
- 3.2. Students are invited to bring their own devices. Issues with compatibility and connectivity are supported by ACU Service Central and IT Services located in the ACU Library.

- 3.3. ACU University support staff and students through their IT Services, a 24/7 service with published Services Standards at [https://staff.acu.edu.au/our\\_university/directorates\\_offices\\_and\\_their\\_units/it/about\\_it/service\\_standards](https://staff.acu.edu.au/our_university/directorates_offices_and_their_units/it/about_it/service_standards)
- 3.4. ACU Disability Services – The Disability Services team will help students accessing their course by coordinating a range of learning support services, including educational adjustments, exam arrangements, assistive technology and course materials in alternate formats in collaboration with ACU College on request. They also assist with physical access arrangements.
- 3.5. ACU Library Services and Academic Services - online and print resources to help students in their learning, teaching and research. ACU Login portal for all ACU College to access services
- 3.6. Academic services: <https://www.acu.edu.au/student-life/student-services/academic-skills-development>

#### Trainer and Assessors

- 3.7. Majority of the training is delivered face to face in a physical learning space. LEO (24/7) is used for all non-face-to-face contact including assessment submissions, resubmissions and assessment feedback, general communication forums and emails. Trainers and assessors and the administration staff during class time or business hours 9.00am to 6.00pm also ably support students.
- 3.8. All online email correspondence between trainers and students regarding assessment is addressed within a 48-hour period during business hours.

#### Progress and Administration Support

- 3.9. ALL ACU College students will be also allocated a "Student Support Person" whose sole responsibility is to support students through their studies
- 3.10. ACU College has an in-house LEO administration support person who is available on [Leo.ACUCollege@acu.edu.au](mailto:Leo.ACUCollege@acu.edu.au) and who responds to student enquiries within 48 business hours.
- 3.11. Staff and Student available for face-to-face support 9.00am to 5.00pm Monday to Friday

#### General support

- 3.12. All relevant information on uploading assessments, reading assessment feedback, assessment due dates and postdates (result available dates) are published on LEO for easy access to students.
- 3.13. Students are encouraged to meet their teachers while on campus and seek clarification and assistance with any of the course materials including assessments.
- 3.14. Students are encouraged to use the chat/discussion forums available on LEO to interact with their trainers and other students in the class.
- 3.15. Students may also email the trainers directly, however if there is no response from the trainers within 48 business hours, the students are advised to contact the Group/Course Coordinators directly and seek assistance.
- 3.16. All common announcements and result release dates are communicated through LEO via the announcements.
- 3.17. Any Online Module/Unit will provide the contact details of unit staff in charge (trainer) who the students are encouraged to contact for any assistance with online module.
- 3.18. ACU provides Office 365 free of cost to all students until the course completion. Students must download Office 365 (if they do not have MS Office product on their computer/laptop) in order to complete the assessments. The assessment packs work well in MS Word.

## **4. Learning Materials and Assessments**

- 4.1. All learning materials presented on the LMS are interactive and presented in a variety of formats:
  - 4.1.1. Guided or easily navigated content
  - 4.1.2. YouTube videos
  - 4.1.3. Full Graphics
  - 4.1.4. Audible accessibility
- 4.2. Course timetable, unit outlines, PowerPoint presentations, Assessment packs, Assessment instruction, marking guide, relevant web links, drop boxes, Turnitin assessment submission links, quizzes, practical placement documents, policies

and procedures, student and staff handouts (if relevant), VSL notices, Unit results and any other relevant resources are made available to students and staff on LEO.

- 4.3. The only module is designed in line with the four basic principles of Web Content Accessibility Guidelines (WCAG): Perceivable, Operable, Understandable and Robust. ACU College has employed a qualified online learning designer to manage the contents of the learning management system. e-learning services are also supported by the University's Learning and Teaching Department.
- 4.4. Each unit of competency may have different components of assessments. All assessment requirements must be completed as required in order to deem a student competent. Further details about the academic requirements are available in the Assessment Instruction for each unit of competency and in Policy 10 Academic Integrity and Progress Policy and Procedure.
- 4.5. Students must read the assessment instruction for each unit to gain a comprehensive understanding of the assessment requirements.
- 4.6. Some online modules may have only self-marked assessments (quizzes) which requires 100% mastery in each module and other modules may have the combination of online assessments and practical tasks.
- 4.7. All ACU students have access to LYNDIA for issues regarding technology [www.lynda.com](http://www.lynda.com)

## 5. Trainers and Assessors

- 5.1. All trainers and assessors delivery and assessment online are inducted into the use of Moodle for communicating and assessing online.
- 5.2. Ongoing Professional Development sessions are organised for all trainers and assessors internally through ACU Learning and Teaching Centre. Staff are encouraged to attend professional development sessions externally through ACPET and VELG (corporate memberships) and any other relevant organisations.
- 5.3. All staff involved in online delivery and assessment have access to [www.lynda.com](http://www.lynda.com) an online resources library for all computer literacy needs.

## 6. STUDENT ENGAGEMENT

- 6.1. ACU College provides an online learning experience that is engaging and interactive. Using a robust Learning Management System customised built for education, staff are able to monitor student's participation and interaction with the system to ensure that student continue to progress through the course and demonstrate progression of skills.

Collaborative learning opportunities are also provided so that students can interact with peers, through:

- discussion forums in the public space
- group work activities in online environment

- 6.2. Ongoing feedback is provided online as student's study through:

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

- 6.3. Student Support Persons will monitor students considered 'at risk' or requiring additional support as demonstrated during the Pre-training Review assessment. Their responsibility includes contact with students who have not logged on within 2 weeks of the course commencement date, or who have not attended class/submitted assessments within the acceptable timeframe.

## 7. MODE AND METHOD OF ASSESSMENT

7.1. A minimum of four assessments will be used for each unit of competency. Forms of assessment will include:

- knowledge questions (oral and written)
- case studies (Written)
- demonstration of practical skills (assessment sheet uploaded and student reflection recorded online)
- Examinations (Hardcopy, submitted direct to trainer)
- Roles plays (written response submitted online)

All written assessment submissions are uploaded to LEO for assessment. Feedback is provided to student on LEO. Where students are asked to demonstrate competency in practical skills, all assessment will be performed in simulation labs or on portable genuine equipment and assessment sheets will be uploaded for student feedback and reflection.

All reflection activities are submitted and stored on LEO

Version History	Detail of update
Version 1.2	Rebranded to ACU College
Version 1.3	Changes to PTR and inclusion of SSP