

Online Service Standards

Purpose

VFA Learning offers an online learning experience that is engaging and interactive. VFA Learning is committed to providing a quality learning experience for all students studying and these online services standards explain our commitment to students. We apply the principles of the Web Content Accessibility Guidelines to our learning materials by making them perceivable, operable, understandable and robust.

Student Support

VFA Learning will provide the following support to students studying any aspect of their course online.

Trainer & Assessor Support

- Trainers will be available for queries by phone and email
- All queries will be responded to in 24 hours
- All assessments will be marked within 7-10 working days

Administrative & IT Support

- Will be available to assist with queries by phone and email
- All queries will be answered within 24 hours

Office Hours: Monday to Friday – 8:30 am to 5:00 pm
 Phone: (03) 5223 6800
 Trainer & Assessor Support: catherinec@vfalearning.vic.edu.au
 Administrative/IT Support: geelongreception@vfalearning.vic.edu.au

Student Entry Requirements

VFA Learning conducts a comprehensive Pre-training Review for all prospective students. As part of the Pre-Training Review process, students' digital literacy is assessed, and we will ask prospective students to take a Language, Literacy and Numeracy assessment to determine whether a course is suitable and appropriate for their individual needs.

VFA Learning uses a Learning Management System (LMS), which is accessible through our student portal on our website. To assist our students, navigate the LMS, they will watch an introductory video called 'Getting started at VFA Learning' during session 1 of their course.

The following is a minimum information technology requirement to enable optimal access to the LMS:

All users

Microsoft Office 2010 or equivalent
 Broadband internet connection
 2GB RAM Adobe Read XI or equivalent

Windows users

Microsoft Windows 7 or higher
 Windows 8 recommended
 1Ghz or faster processor
 (2Ghz recommended)
 Adobe Flash player 10 or higher

Mac OS users

MAC OSX v10.5 or higher
 (MAC OSX v10.6 recommended)
 1GHz or faster processor
 (2Ghz recommended)
 Adobe Flash player 10 or higher

Learning Materials

VFA Learning ensures that learning materials used in online training are interactive and presented in a variety of forms, including:

- Videos
- PowerPoints
- Online interactives
- Assessment templates
- E-books

Student Engagement

VFA Learning provides an online learning experience that is engaging and interactive. We will monitor student participation through reports produced by the LMS and ensure that all students continue to progress through their course and studies.

VFA Learning has a unique pastoral care service called SWAP – Student Wellbeing Assistance Program. This program is designed to assist students through their qualification by supporting good study habits and attendance at class.

Class learning activities have been designed to give students opportunities to collaborate with their peers. Placement, where applicable, also allows collaboration with others.

Feedback is gathered from students at four separate touchpoints – Commencement, Progression, Mid-course and End of Course. This allows us to gather both qualitative and quantitative real time feedback on how the students view VFA Learning.

VFA Learning monitors student progress through the Student Progression Procedure to ensure that they are engaged in their studies. Students, who do not engage with their studies within a 60-day period and do not reengage after exhaustive attempts at contact, will be processed as a withdrawal from the course.

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 Questions
- Quizzes
- Projects
- Assignments
- Case Studies
- Observations

Where students are asked to demonstrate competency in practical skills, such as the gym facilities, simulated labs or clinics, observation checklist are completed via our LMS.

Trainer and Assessors

All VFA Learning's Trainers and Assessors delivering our online programs are experienced and qualified in online delivery and their relevant industry skills. They regularly undertake professional development to improve and build upon their knowledge to better engage students in our LMS.