Online Service Standards

Purpose
VFA Learning recognises the benefits of flexibility and accessibility that online training and assessment can offer students. For this reason, we offer range of courses and programs that can be delivered party or wholly online. VFA Learning is committed to providing a quality learning experience for all students studying with us. These online services standards explain our commitment to our students.

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 at each campus by phone and email (campus details below)
- 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 at each campus by phone and email (campus details below)
- All queries will be answered within 24 hours

Geelong

Office Hours:	Monday to Friday – 8:30 am-5pm
Physical Address:	78 Yarra Street Geelong, Vic 3120
Phone:	(03) 5223 6800
Trainer & Assessor Support:	catherinec@vfalearning.vic.edu.au
Administrative/IT Support:	geelongreception@vfalearning.vic.edu.au

VFA Learning endeavours to support all our students to the best of our ability. Where a student requires additional support outside the parameters of this document, our staff will engage with the individual directly, providing the necessary means of assistance and guidance.

Student Entry Requirements
VFA Learning conducts a comprehensive Pre-training Review for all prospective students. As part of the Pre-Training Review process, the prospective students' digital literacy is assessed within the Language, Literacy and Numeracy assessment. Results of the assessment and Pre-Training Review discussions held with the student determine whether a course is suitable and appropriate for the individual.

VFA Learning uses a Learning Management System (LMS) called Cloud Assess for online delivery. Which is accessible through our student portal on our website. To assist our students in navigating through the LMS, when they first log in, the system will take them on an automated tour. Trainers will also take student's through a how to use the system during their induction session.

The following is a minimum information technology requirement to enable optimal access to Cloud Assess:

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

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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
- Interactive forums such as Zoom meeting rooms.

We apply the principles of the Web Content Accessibility Guidelines to our learning materials by ensuring that they are: perceivable, operable, understandable and robust.

Student Engagement
VFA Learning provides an online learning experience that is engaging and interactive. We will monitor student participation through reports produced by Cloud Assess to ensure that students continue to progress through their course.

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 in class.
The design of class learning activities provides students opportunities to collaborate with their peers. While placement, where applicable, allows collaboration with others.

VFA Learning seeks ongoing feedback from students at four separate touchpoints throughout their studies – Commencement, Progression, Mid-course and End of Course. This allows us to gather both qualitative and quantitative feedback on how our students view VFA Learning across a range of areas.

VFA Learning monitor student progress through the Student Progression Procedure to ensure 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 their course enrolment.

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

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- 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 Cloud Assess. Where necessary, video technology may be used as evidence to demonstrate student competency when demonstrating practical skills.

Trainer and Assessors

All VFA Learning Trainers and Assessors are qualified and industry skilled. They regularly undertake professional development in online delivery and how to engage students using our LMS.

Responsible Officer

The responsible officer for the implementation of this Policy is the General Manager.

Publishing details

Document Name	Online Service Standards
Approved by	General Manager
Date of Approval	21/5/2024
Version	3
Summary of content (new) or amendments (revised)	Updated Policy as per online requirements. Changed logo to remove CRICOS registration number. Removed reference to EDUongo and replaced with Cloud Assess. 21.5.2024
Next Review Date	21/5/2025