

## **Cobram Community House Online Services and Support**

Cobram Community House Inc. (CCH) offers courses that are delivered in an actual classroom delivery (face-to-face) model with an online support component. CCH uses a learning management system (LMS), currently a Moodle site, for course support and assessment lodgement. Moodle is web-based so it can be accessed off site and at any time.

Our online service standards are a tool to support students and they explain our commitment to students.

### **STUDENT SUPPORT**

CCH will provide support to students via email, telephone, face-to-face or written methods of communication.

CCH will provide the following support to students needing to access any aspect of their course via our LMS:

#### Trainers/assessors

- Will advise students in their course of the hours when they will be available for queries about learning and assessment by email and any online forums which may take place for the duration of the course. This will be done at the commencement of the course and any alterations will be notified to the students.
- Will reply to queries within 48 hours.
- There will be a maximum of 15 students to each trainer/assessor for each course

#### Administrative and IT Support

- Will be available for queries by phone and email between 9:00am and 3:00pm Monday to Friday.
- Will reply to queries within 24 hours

#### Support services

Support services are available by appointment between 9:00am and 3:00pm Monday to Friday.

Students will undertake an introduction class in the use of our Moodle.

### **STUDENT ENTRY REQUIREMENTS AND INDUCTION**

CCH conducts a comprehensive Pre-Training Review and language and literacy assessment for all prospective students to determine whether a course is suitable and appropriate for

their individual needs. As part of the Pre-Training Review, prospective individual students will also be asked to provide information on their level of digital literacy.

Our Moodle is compatible with any standards compliant web browser.

Desktop:

- Chrome
- Firefox
- Safari
- Edge
- Internet Explorer

Mobile:

- Mobile Safari
- Google Chrome

For the best experience and optimum security, we recommend that students keep their browser up to date. <https://whatbrowser.org>

Note: Legacy browsers with known compatibility issues with our Moodle include:


- Internet Explorer 10 and below
- Safari 7 and below

For the best experience and optimum security, we recommend that students use operating systems that are still supported by their developers. The following are the minimum information technology requirements to enable optimal access to the CCH Moodle:

- Microsoft Windows 7 and above or Mac OS version 10 and above.

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

A print version of the Participants Moodle Guide on the CCH learning management system is a Moodle book.

 [Intro to our Moodle](#)

This book is accessible on the front page of the CCH Moodle at [www.ccheducation.trainingvc.com.au](http://www.ccheducation.trainingvc.com.au)

## **LEARNING MATERIALS**

CCH ensures that learning and assessment materials used in any online course it delivers will cover all aspects of a unit of competency and all necessary information to enable competency to be achieved.

CCH will ensure that learning materials used in “online training” will be interactive and presented in a variety of formats, including:

- Guided content
- Graphics
- PowerPoint presentations
- Video
- Audio
- Interaction through discussion forums and webinars

Print based manuals are accessible by all students.

CCH is committed to meeting the principles of the Web Content Accessibility Guidelines V2.0 by regularly reviewing its online learning content to ensure it is perceivable, understandable and operable by the broadest range possible of users as identified by each individual’s Pre-training review.

Where online content is unable to meet a specific need of an individual learner, alternative learning and assistive methods will be employed.

## **STUDENT ENGAGEMENT**

Students have a responsibility to engage in their learning and advise CCH of any absences.

CCH provides online learning support to students via Moodle training at the commencement of a course of study where relevant.

CCH will monitor student participation and work with students to enable progress through the course. Ongoing feedback will be provided to students as they study through:

- interaction with trainers/assessors in class and through assessment processes
- in response to individual queries and in relation to tasks you complete

CCH will contact students who have not logged on within 2 months of the course commencement date.

Students who have not logged on within 2 months of the course commencement date that do not reengage after 3 attempts at contact will be deemed to have withdrawn 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:

- knowledge questions and quizzes
- projects and assignments
- work place assessment and third party reports
- demonstration of practical skills.

## **TRAINERS AND ASSESSORS SKILL & EXPERIENCE**

All trainers and assessors using an online LMS to support their classroom course at CCH hold formal qualifications in training & assessment, are experienced in using Moodle and have undertaken professional development in online delivery, which includes:

- Participation in online community of practice where trainers and assessors meet and share ideas for improvement.
- Regular trainer and assessor meetings

Trainers and assessors are further supported by administration and support staff who have training in online technologies.

### **Access to CCH Online Service Standards**

CCH publish their Online Service Standards on its website as prescribed by the Department of Education & Training.

<http://www.cch.vic.edu.au/features/student-information.html>