

## **Cobram Community House Inc.**

### Online Services and Student Support – Student Information Sheet

Cobram Community House Inc. (CCH) is committed to providing high-quality training and strong support to help students succeed in their studies. This information sheet outlines our online services, learning platforms, support arrangements, and student responsibilities.

#### Course Delivery Model

CCH courses are delivered primarily through face-to-face classroom-based training, supported by an online learning component.

To support learning and assessment, CCH uses a Learning Management System (LMS), currently Moodle. Moodle is a web-based platform, allowing students to:

- Access learning materials at any time
- Submit assessments online
- Communicate with trainers and CCH staff

CCH are committed to supporting students and ensuring access to quality online learning and assistance.

#### Student Support

CCH provides a range of support services to assist students throughout their course. Support may be provided via email, telephone, face-to-face meetings and written communication.

##### Trainer and Assessor Support

Trainers and assessors will:

- Advise students at course commencement of their availability hours for learning and assessment queries (via email and online forums, where applicable)
- Notify students of any changes to availability
- Respond to student queries in a reasonable time.

\* Please note that our trainers work part time and may not check emails every day. Responses will be provided during their scheduled working days.

##### Administrative and IT Support

- Administrative and IT support staff are available by phone and email Monday to Friday, 9:00am – 3:00pm. Requests will be dealt with in a timely manner.
- All students will undertake an introductory session on how to use Moodle

## Student Entry Requirements and Induction

Before enrolment, all prospective students complete a Pre-Training Review, which includes:

- Determining course suitability
- Language, literacy and numeracy assessment
- Assessment of individual learning needs
- Collection of information about digital literacy skills

This process ensures students are enrolled in a course that is appropriate and supported.

## Technology and System Requirements

### Browser Compatibility:

Moodle is compatible with all modern, standards-compliant web browsers, with Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge (latest versions) recommended for optimal performance on desktop and mobile. For the best experience, ensure your browser is updated, and JavaScript and cookies are enabled.

Key Compatibility Details:

- Desktop Browsers: Latest versions of Chrome, Firefox, Safari, and Edge are fully supported.
- Mobile Browsers: Mobile Safari and Google Chrome are recommended.
- Recommended Settings: Enable cookies and JavaScript for full functionality.
- Avoid: Older browsers or outdated versions may cause display, layout, or file upload issues.

For the most reliable experience, it is highly recommended to use the most up-to-date version of these browsers.

Web-based content can also be accessed via mobile phones and tablets.

## Learning Materials

CCH ensures that all learning and assessment materials:

- Cover all aspects of each unit of competency
- Provide the information required to achieve competency

Online learning materials are interactive and presented in a variety of formats, including:

- Guided written content
- Graphics
- PowerPoint presentations
- Video / Audio
- Discussion forums and webinars

### Accessibility

CCH is committed to the Web Content Accessibility Guidelines (WCAG). Online learning materials are regularly reviewed to ensure they are:

- Perceivable
- Understandable
- Operable
- Robust

Where online materials do not meet the needs of an individual learner, alternative learning and assistive methods will be provided, as identified through the Pre-Training Review.

## Student Engagement and Participation

Students are expected to:

- Actively engage in their learning
- Advise CCH of any absences

CCH provides:

- Moodle training at course commencement (where relevant)
- Ongoing monitoring of student participation
- Support to help students progress through their course

Feedback is provided through:

- Interaction with trainers and assessors in class
- Assessment processes
- Responses to individual queries and completed tasks

### Monitoring Engagement:

- Students who have not logged into Moodle within 1 month of course commencement will be contacted
- If a student does not re-engage after three attempts at contact, they will be deemed to have withdrawn from the course

## Mode and Method of Assessment

Each unit of competency includes a minimum of two assessment methods.

Assessment may include:

- Knowledge questions and quizzes
- Projects and assignments
- Observations
- Workplace assessments and third-party reports
- Demonstration of practical skills

## Trainers and Assessors – Skills and Experience

All CCH trainers and assessors:

- Hold formal Training and Assessment qualifications
- Are experienced in using Moodle
- Participate in ongoing professional development related to online delivery

Trainers and assessors are supported by administration and support staff trained in online technologies.

## Additional Support Services

We understand that every student has different needs, and it's important that you feel supported throughout your training. If you ever need assistance, please don't hesitate to reach out to us to discuss your situation. We can work together to find the best way to support you, whether that involves referring you to specialist services like language, literacy, and numeracy (LLN) support, counselling, or other helpful agencies.

In some cases, there may be fees associated with external services, but we are committed to providing you with all the information you need to make confident decisions about your learning and wellbeing. Our goal is to ensure that you have the right support in place to succeed.

Below is a list of general services available that may be helpful to you:

Organisation	Contact details	Information available on
Cobram Community House	<a href="http://www.cch.vic.edu.au">www.cch.vic.edu.au</a> Ph: 03 5872 2224	Centrelink, Veterans affairs, Medicare, child support, Office services, tax help, training.
Department of Health and Human Services	<a href="http://www.dhs.vic.gov.au">www.dhs.vic.gov.au</a>	Up to date information available about COVID19, general health alerts, Disabilities, housing, mental health etc.
Australian Government	<a href="http://www.usi.gov.au">www.usi.gov.au</a>	USI Unique Student Identifier

Organisation	Contact details	Information available on
Department of Education, Skills and Employment	<p><a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a></p> <p><a href="http://www.training.gov.au">www.training.gov.au</a></p>	Information on training packages, qualifications, accredited courses, units of competency, skill sets and Registered Training Organisations. DET (Department of Education and Training) offers learning and development support, services and resources for all Victorians, from birth through to adulthood.
Australian Skills Quality Authority (ASQA)	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>	The Australian Skill Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training (VET) sector. Training guidelines are established by ASQA. Copies of the guidelines are available.
Beyond Blue	<p><a href="http://Beyondblue.org.au">Beyondblue.org.au</a></p> <p>1300 22 4636</p>	Information and support to help everyone in Australia achieve their best possible mental health.
VAEAI	<p><a href="http://Vaeai.org.au">Vaeai.org.au</a></p> <p>03 94810800</p>	Indigenous student support services
CISvic	<a href="http://Cisvic.org.au">Cisvic.org.au</a>	Support for gambling, alcohol and drug, depression, housing, finance and others
Lifeline Australia	131114	Crisis support and suicide prevention service
Beyond Blue	1300 224636	Offers mental health support and counselling services.
Reading and Writing Hotline	1300 655506	Provides LLN support to adults struggling with reading, writing, and numeracy
JobAccess	1800 464800	Support for students with disabilities regarding employment, study, and access.
Headspace	1800 650890	A national mental health service specifically for young people aged 12-25.
AMES Australia	13 AMES	Offers LLN support, especially to migrants and refugees.
Mental Health Foundation of Australia (MHFA)	1300 643287	Provides mental health services, including counselling and support groups

If you have any questions about online learning, Moodle access, or student support, please contact Cobram Community House staff for assistance.