

INTERCARE TRAINING – ONLINE SERVICE STANDARDS

InterCare Training offers a range of courses that can only ever be delivered partly online via our partnered Learning Management System/Online Platform – Cloud Assess.

Essentially, InterCare Training has digitised some of our assessment workbooks that you complete as part of your course.

InterCare Training is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

InterCare Training will provide the following support to students studying any aspect of their course online:

Trainers/assessors

- Will provide details of availability to respond to queries at the commencement of each unit and in the calendar within each unit.
- Will endeavour to reply to queries within 24 hours and assessment will be returned within 10 days.

Administrative Support

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within two business days

Cloud Assess Platform Technical Support

- Will be available via phone or email between 9:30am and 4:00pm Monday to Friday.
- Will reply to queries within two business days

Student Support services

InterCare Training have student support officers that can help you adjust to life as a student, deal with hurdles along the way and succeed in your course. Our services are available at all campuses, and remain complimentary and confidential. Our student support officers can make contact with you via telephone or email upon request.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

InterCare Training conducts a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their/your individual needs. As part of the Pre-Training Review, we will include an assessment of your level of digital literacy, by asking you the following questions:

- Do you have access to either a smart phone, tablet device or computer for the purposes of accessing training resources?
- How would you rate your computer skills?
- Do you use social media on a computer or smart phone device?

Additionally completing the online enrolment form and Pre-Training Review/Language Literacy and Numeracy (PTR/LLN) form is an indicator in itself regarding a student's/your digital literacy

As a result of the answers to the questions asked within the PTR/LLN process, we can then discuss the outcomes and make recommendations about whether the course is suitable for you and identify additional support where required.

InterCare Training uses a learning management system (LMS) called Cloud Assess for online course delivery.

The following are the minimum information technology requirements to enable optimal access to Cloud Assess:

- A smart phone or tablet device
- A device with a minimum of 8GB memory and 1.5 Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.
- All Cloud Assess content is available on hand held devices including mobile phones and tablets.

An introductory module and FAQs about Cloud Assess can be accessed when you first log in to Cloud Assess.

LEARNING MATERIALS

InterCare Training ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

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

STUDENT ENGAGEMENT

InterCare Training provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

Collaborative learning opportunities will be provided so that you can interact with peers, through:

- discussion
- forums
- webinars

Ongoing feedback will be provided as you study through:

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

We will contact students who have not logged on within 1 month of the course commencement date.

Students who have not logged on within 1 month 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, and may involve assessment separate to the Cloud Assess online environment.

Forms of assessment will include:

- knowledge questions
- projects
- case studies/scenarios
- demonstration of practical skills.
- assignments

Where students are asked to demonstrate competency in practical skills, video technology may be used (if suitable to do so).

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at InterCare Training are experienced in online delivery and undertake professional development in online delivery, which includes:

Internal professional development in delivery and assessment in the online Cloud Assess environment.

Annual review and validation of online course content.