

# Online service standards

V3  
2023

PSA follows the prescribed items below to assure the quality of online delivery of training and assessment, where a course is delivered through online systems.

## 1 Student Support

PSA will provide the following support to students who are studying online, during business days/times between Mondays–Fridays, 9:00AM–5:00PM.

### Trainers/Assessors

- For each course, a full-time trainer/assessor will be allocated a maximum of 300 students
- A request for trainer/assessor contact may be made via email to: [training@psa.org.au](mailto:training@psa.org.au)
- Email enquiries will be responded to within 72 hours (during business days/times).

### IT and Administrative Support

- IT and Admin support will be available to provide support for issues relating to online learning portal access, assessment submission issues, accessing assessment feedback
- Please email if you require any IT or administrative support: [training@psa.org.au](mailto:training@psa.org.au)
- Email enquiries requesting administration support will be responded to within 48 hours (during business days/times).

### Support Services

Where a student has identified a requirement for additional support due to personal circumstances, PSA may refer the student to appropriate counselling services. Students should contact their trainer/assessor to discuss additional support for their studies.

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## 2 Student entry requirements and induction

A pre-training review is conducted prior to acceptance of enrolment into a course to confirm student suitability to their chosen course, including confirmation of digital literacy where a course contains an online delivery component(s). The pre-training review includes asking learners a series of questions, including;

- assessing your digital literacy by asking you to do a self-assessment quiz
- discussing the quiz outcomes and recommending whether the program is suitable for you and identifying additional support where required.

PSA uses *Moodle* as their learning management system, which is the online learning portal that students will access for learning and assessment materials.

Online course delivery may include:

- video and audio recordings
- digital learning resources
- online assessment quizzes and/or submissions
- online classroom discussion, presentations and collaboration
- online discussion forums.

To ensure you are able to access the full functionality of the online learning components, please refer to the minimum equipment requirements list:

- Access to a desktop computer or laptop running applicable operating software, e.g. Windows 7, 10 or higher, Mac OSX Sierra or higher, iPad IOS10 or higher.
- You will require a stable internet connection; slower speeds will affect your learning experience.
- On a mobile device you log in to the learning portal using the web browser, if you are completing an assessment or activity that has a grading component, we recommend that you use Moodle through a desktop browser.
- Web browsers – you will need to access Moodle using a web browser. Below are some examples of web browsers with applicable version and advice:
  - Google Chrome: 50 or later
  - Mozilla Firefox: 50 or later
  - Safari: 10 or later
  - Use the *help* option on browsers to update your browser to the latest version.
  - We also recommend you enable Cookies, Pop-ups and Javascript.
  - We also recommend you use the latest version of the Flash player.
- Email application: students must have a personal email account as communication from trainer/assessors may be via email communications direct to the student.

- Applications on the computer to view and create documents should include at a minimum:  
*MS Word, MS Excel, MS Powerpoint, Adobe PDF Reader.*

Students will be provided with online learning portal access instructions with their course welcome letter/email.

Where students have issues with the online learning portal, they may request support by emailing [training@psa.org.au](mailto:training@psa.org.au)

### **3 Learning Materials**

PSA provides learning materials in a variety of formats including but not limited to:

- Guided content
- Graphics
- Video
- Interaction through discussion forums and/or online class discussion/presentation sessions, or webinars
- PDF documents.

Accessibility for vision impaired: All web content is able to be read using a text reader. All icons included in any web content has text behind it ensuring it can be picked up by a text reader.

### **4 Student Engagement**

PSA provides a learning environment in which student progress is monitored, along with regular contact between the trainers/assessors and students.

Opportunities for collaborative learning to allow interaction with peers and trainers/assessors are provided through discussion forums, online class discussions/presentations and/or webinars.

Assessments are marked according to a set schedule where the course publishes assessment due dates, otherwise are marked within 2–4 weeks from date of submission, depending upon the course assignment.

Assessment results and assessor feedback is provided directly to the student via the learning portal.

Learner progress is monitored by following course progression policy, which is available from the PSA website.

### **5 Mode and method of assessments**

A minimum of 2 forms of assessment will be used for each unit of competency, which may include:

- Knowledge questions (MCQ, short answer)
- Case studies
- Projects/reports
- Demonstration of practical skills, which may include videos and or use of AI tools.

- Third party reports completed by your workplace supervisor.

## **6 Skills First teacher skill and experience in online delivery**

All trainers and assessors delivering online courses at PSA are experienced in online delivery and have undertaken professional development in online delivery, including:

- Online facilitation techniques
- Participation in applicable PSA staff reference groups
- PSA staff development sessions.

## Version control log

<b>Policy authorised by</b>	Nick Foster
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<b>Version</b>	<b>Date</b>	<b>Changes/Notes</b>	<b>Proposed Review Date</b>
2.0	8.10.2018	Initial Document	8.10.2020
3.0	17/07/2023	Reviewed to align with course progression policy	17/07/2024