ONLINE SERVICE STANDARDS

EduTrain Australia (ETA) offers delivery of our Certificate IV in School Based Education Support Qualification virtually in real time classroom settings via the ZOOM platform. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to our students.

STUDENT SUPPORT

ETA will provide the following support to students studying any aspect of the course online.

Trainers/Assessors
- ETA trainers are available during your ZOOM meet before and after each classroom session to discuss any questions.
- They can also be contacted via phone/email outside of these sessions.
- Trainers will reply to queries within 48 hours.
- All assessments submitted will be assessed and feedback will be given to students within 14 days.
- There will be a maximum of 25 students for each trainer/assessor in a class.

Administrative Support
- Phone (0419 150272) or email (edutrain@bigpond.com.au) between 9.00am and 5.00pm Monday to Friday
- ETA will endeavor to reply within 48 hours.

IT Support for Technical Issues
- ETA will support any students with technical difficulty logging into ZOOM, typing or submitting assessments online or any other technical issue.
- IT Support is available via phone or email between 9.00am and 5.00pm Monday to Friday
- ETA will endeavor to reply within 48 hours.

Support Services
- ETA's administration staff and trainers is available via phone, in person or email between 9.00am and 5.00pm Monday to Friday
- Additional support classes will be organised for students who are identified as requiring extra support
- Reading, writing, learning and language support can also be provided when identified.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

ETA conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This will include assessment of your digital literacy by:
- Discussing your experience and ability to use online platforms and provide support and assistance if required.
- ETA uses the ZOOM platform for its online delivery. There will be a requirement that your technology can utilise this platform.

LEARNING MATERIALS

ETA ensures that learning materials used in online training are interactive and are presented in a variety of formats including:
- Guided Content, Video, Audio, Graphics, and Interaction through discussion Breakout groups using ZOOM.

STUDENT ENGAGEMENT

ETA provides an online learning environment 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.

_____

MODE AND METHOD OF ASESSMENT

Forms of assessment will include
- Written knowledge questions
- Research projects
- Workplace projects
- Third party report
- Classroom observation
- Practical placement
- Simulated activities

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at ETA are experienced in online delivery and have undertaken professional development in online delivery which includes
- Facilitating use of ZOOM in meetings
- Research in using platform