

Purpose

The purpose of this policy is provide information to students and prospective students to help make an informed choice of which delivery mode and training provider will suit their individual needs and best help them achieve the outcomes they seek from training.

Scope

The standards apply to those students who will undertake a training and assessment in a qualification which attracts funding in under the Victorian VET Funding Contract.

In accordance with Schedule 1, Clause 1.4d, Western Business School Publishes Online Service Standards.

Western Business School Online Service Standards

Western Business School offers a range of courses that can be delivered party online. We are 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

Western Business School will provide the following support to students studying any aspect of their traineeship online:

Trainers/assessors

- Available for queries about learning and assessment by phone and email 9.00am and 4.00pm Monday to Friday for the duration of the course.
- Will reply to queries within 24 hours and assessment will be returned within 7 days

Administrative support

- Available by phone and email between 9:00am and 4:00pm Tuesday to Friday.
- Will reply to queries within 48 hours

IT support helpdesk for technical queries

- Contacting your IT support at your workplace is recommended for problems with your PC or Laptop.
- Contacting your trainer/assessor for problems with the learning portal is recommended. They will support you and put you in contact with the LMS provider between the hours 9.00am and 4.00pm Monday to Friday for the duration of the course
- Forgot your password, or user name, contacting administration support is recommended. between the hours 9.00am and 4.00pm Tuesday to Friday for the duration of the course
- Western Business School will reply to queries within 48 hours.

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Support services

- Contact your workplace Mentor at WPC Group 9:00am and 5:00pm Monday to Friday.
1300 656 461

Student entry requirements and induction

- Western Business School conducts a comprehensive Pre-Training Review for all prospective students and trainees to determine whether a course is suitable and appropriate for their individual needs. This will include assessment of your digital literacy, by:
 - Accessing your online application.
 - Interviewing and discussing your needs and how they align with your job role, your responses and we make recommendations about whether the course is suitable for you, and identifying additional support where required.
- Western Business School uses a learning management system (LMS) for the theory component of your course. The following are the minimum information technology requirements to enable optimal access to the LMS:
 - ✓ A device with a minimum of 256MB memory and 500MHz processor.
 - ✓ Microsoft Windows 8 and above or Mac OS.
 - ✓ An introduction on the LMS can be found at <https://catapult-elearning.com/how-to-guides/>

Learning materials

- Western Business School ensures that learning materials used in the learning portal are interactive and presented in a variety of formats, including:
 - ✓ Guided content
 - ✓ Graphics
 - ✓ Video
 - ✓ Interaction through discussions online with assessors.
 - ✓ When requested, learning materials are available in hard copy (no extra cost).

Student engagement

- Western Business School provides an online learning experience, to compliment your workplace training and ensure the learning is engaging and interactive. We will monitor your participation and ensure you continue to progress through your traineeship and achieve your goals.
- Learning opportunities are provided through regular online and face to face visits and where recommended, or requested, face to face classroom support sessions.
- On going feedback will be provided as you study through:
 - ✓ Interaction with trainers/assessors
 - ✓ Responding to individual queries and in relation to tasks you complete
 - ✓ Our trainers closely monitor our learning management system and students will be contacted when they have not logged on each month.

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- ✓ Mentors supporting students will discuss with you the importance of continuing with your online learning component of your traineeship. Failure to engage in the online learning component may result in cancellation of your course and traineeship.

Mode and method of assessment

- Western Business School conducts assessment using the following methods and supporting documentation:
 - ✓ Knowledge questions
 - Case studies
 - Projects
 - Long and short answer questions
 - reports
 - ✓ Demonstration of skills through workplace demonstration and simulation
 - ✓ Third party reports

Trainers and assessors

- All trainers and assessors delivering online courses at Western Business School are experienced in online delivery and have undertaken professional development in online delivery, which includes:
 - ✓ Participation in staff training for delivery over Zoom
 - ✓ Online training for delivery of LMS portals