

BGT- ONLINE SERVICE STANDARDS

BGT Jobs & Training offers a range of courses that are delivered partly or wholly online. BGT is committed to providing a quality learning experience for students who are studying online and these online service standards explain our commitment to students in key areas.

Student support

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

Trainers/assessors

- are available for enquiries about learning and assessment in person, or by phone and email on their scheduled working days for the duration of the course/module.
- will endeavor to reply to queries within 48 hours on their scheduled working days and provide assessment feedback within 4 weeks from submission.
- contact details will be provided to students following their enrolment.

Administrative Support

- is available for administrative enquires in person or by phone and email between 9:00am and 5:00pm Monday to Friday.
- will reply to queries within 48 hours.
- can be contacted on 5333 8600 or email trainingsupport@bgt.org.au

Student entry requirements and induction

BGT conducts a Pre-Training Review for all prospective students undertaking accredited training to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review potential students are asked to give a self-assessment of their digital skills and ability to access online training; in addition a student's level of digital literacy is tested and assessed via the online LLN assessment when used.

BGT uses a learning management system called Catapult for online course delivery. At the beginning of training, students will receive login details and be introduced to Catapult via an induction session. Introductory videos can be found at <https://www.catapult-elearning.com/how-to-guides>

The following are the minimum recommended information technology requirements to enable optimal access to Catapult:

- Access to the internet
- A device with a minimum of 8GB memory and 1.5Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.

Web-based content is also available on hand held devices including mobile phones and tablets.

Learning materials

BGT ensures that learning materials used in online training are interactive and are presented in a variety of formats to optimize the learning experience. Learning materials cover all aspects of a unit of study so that students have all the necessary information to satisfactorily complete the unit.

Student engagement

BGT 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.

Ongoing feedback will be provided as you study through:

- Interaction with trainers/assessors in online messaging and discussions
- In response to direct queries and in relation to tasks you complete

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

Mode and method of assessment

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment may include:

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills
- Portfolios
- Third party reports

Trainers and assessors

All trainers and assessors delivering online courses at BGT are experienced in online delivery and have undertaken professional development in online delivery which includes:

- Training on how to manage and administer training using the learning management system, Catapult.
- Ongoing professional development in online training.