

Online Training and Assessment Service Standards

BGT Jobs + Training deliver quality training and assessment through a variety of mediums. A range of qualifications that are delivered through Ballarat Group Training are offered of require delivery and/or assessment to be conducted partly or wholly online. We are committed to providing a quality learning experience for all Learners regardless of the medium in which the Learner undertakes their studies.

The following standards were created specifically for those undertaking training and assessment through online mediums. The purport of these standards are to clearly outline and detail out commitment to learners within specified key areas.

Learner Support

BGT Jobs + Training are commitment to providing ongoing support learners in all facets of their educational journey. The following supports are available to learners studying their qualification partly or wholly online:

Trainers/assessors:

- are available for enquiries regarding any learning materials and/or assessment in about learning:
 - in person
 - by phone
 - via emailon their scheduled working days for the duration of the course/module. When a learner commences their courses with BGT Jobs + Training they will undertake an induction meeting with their trainer in which all important information inclusive of officer hours will be provided.
- will endeavour to reply to queries within 48 hours on their scheduled working days
- and provide assessment feedback within 4 weeks from submission the date of submission
- contact details will be provided to students following their enrolment. If a change in trainer and assessor takes place the learner will be made aware in writing as soon as practically possible.

Administrative Support

- is available for inquires:
 - in person
 - by phone - 5333 8600
 - via email – training@bgt.org.aubetween 9:00am and 5:00pm Monday to Friday.
- will reply to queries within a 48-hour time frame.

Learner Entry Requirements and Induction

As part of the enrolment process all learners that are seeking to undertake accredited training are required to undertake a Pre Training Reviews.

The purpose of Pre Training Reviews is to ensure the course the learner is seeking to enrol in is suitable and appropriate to the individuals, skills, knowledge and understanding of the course and what it entails as well as possible career and education pathways and outcomes.

Part of the Pre-Training Review also requests that learners undertake a self-assessment of their digital skills and ability to access online training. Furthermore, the learners undertake a short assessment of digital literacy via the online LLN assessment, conducted as part of the enrolment and pre training review process.

BGT Jobs + Training require the minimum technology requirements in order to successfully study through an online mode of delivery:

- Access to the internet
- A device with a minimum of 8GB memory
- Microsoft Windows 8 and above or Mac OS version 10 and above
- Microsoft Word, PowerPoint and Excel
- Web-based content can also be accessed through hand held devices including mobile phones and tablets.

Learning Management System

BGT Jobs + Training uses a learning management system called Catapult for online course delivery. All resources relating to theory and assessments are released and completed through this platform.

At the commencement of training, learners will receive login details and be introduced to Catapult via an induction session.

Introductory videos can be found and reviewed at any time via the following link:

<https://www.catapultelearning.com/how-to-guides>

Learning materials

BGT ensures that learning materials used in online training are interactive and presented in a variety of formats to optimize the learning experience. The design of the materials aims to ensure the learner receives all related content in a way which is both easy to understand and engaging.

Learning materials cover all aspects of a unit of study so that students have all the necessary information to satisfactorily complete assessments and overall achieve a satisfactory outcome of 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. If it is highlighted that you are not progressing within your course, your trainer will contact yourself to have a discussion on any barriers that are hindering your training so we can create a plan of action to assist with your progression.

Throughout the course you will have ongoing communication with your trainer. Your trainer will not only be there to assist you but also to provide ongoing feedback through:

- online messaging, emails, training sessions, meetings and discussions as well as
- in direct response to queries and questions in relation to tasks and assessments you are attempting to complete

VET courses are deemed higher education and as such, we deem our learner's adult learners and therefore are responsible for learning, progression and to contact trainers with any questions or queries they may have.

Our trainers however will contact any learner who we deem to be a risk of failing - please refer to learner handbook for further information – to have a conversation regarding progression and putting in place a plan to reengage with studies.

Mode and method of assessment

A minimum of two forms of assessment will be used for each unit of competency a learner undertakes. These forms of assessment are outlined within each individual unit.

Forms of assessment may include:

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

Trainers and Assessors

BGT Jobs + Training have highly educated and skilled trainers and assessors who are skilled and knowledgeable in delivery of qualifications through a range of mediums including face to face, online learning platforms, writing communications and through phone conversations.

Trainers and Assessors are required to undertake ongoing formal and information training including professional development sessions in order to ensure they are remaining current on not only their industry of expertise but also methods of delivery and training and assessment strategies to further the success of their learners. All trainer in line with legislative and contractual obligations hold relevant qualifications within the industry which they deliver training, as well as their Training and Assessment (TAE) Qualification.

Our Trainers and Assessors have undertaken training solely in the field of online delivery inclusive of:

- How to manage and administer training using the learning management system, Catapult.
- Ongoing Professional Development in online training.