

Online service standards

Policy

V2
2018

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.

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:

Trainer/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
- Email enquiries will be responded to within 72 hours (during business days/times).

Students will also be contacted by their Training Officer for additional support and/or assessment queries. Administration

- Support for issues relating to online learning portal access, assessment submission issues, accessing assessment feedback
- Please email: training@psa.org.au
- Email enquiries requesting administration support will 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 Training Officer to discuss additional support for their studies.

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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).

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, Mac OSX Sierra, iPad IOS10.
- 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
 - Internet explorer: 9 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 Training Officers or 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

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.

Student engagement

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

Opportunities for collaborative learning to allow interaction with peers and trainer/assessors is 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.

PSA will contact students who have not logged into the learning portal within 1 month of unit commencement. Students who have not logged on within the 1 month of unit commencement and do not re-engage after 5 attempts of communication between PSA and the student, may be withdrawn from the course.

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
- Third party reports.

Demonstration of practical skills may include use of video technology, audio technology or face-to-face assessment workshops (where applicable for blended-learning courses).

Trainers and assessors

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.