RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138)
Type	Public
Applicable standards	Standards for Registered Training Organisations 2015 State and Territory Funding contracts Online Service Standards (published by Victorian State Government) Web Content Accessibility Guidelines 2.1
Authorised by	General Manager Quality and Compliance
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Policy: Online Service Standards

Overview

City-Wide Building and Training Services (CWBTS) offers programs that are delivered with an online component.

CWBTS is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

CWBTS consider adhering to the requirements of the Online Service Standards published by the Victorian State Government as good business practice across all state operations and utilize the Web Content Accessibility Guidelines 2.1 to ensure quality online content and accessibility.

Programs with online components include the following:

1. Students who attend face-to-face classes and:
    a. Access learning resources electronically via an online Learning Management System (LMS)
    b. Submit some or all assessments electronically via the LMS

2. Student who attend online live classes and:
    a. Access learning resources electronically via an online Learning Management System (LMS)
    b. Submit most or all assessments electronically via the LMS
    c. Attend classes by logging into a live online class via a webinar link

3. Students who are self-paced (fee for service students only) and:
    a. Access learning resources electronically via an online Learning Management System (LMS)
    b. Submit most or all assessments electronically via the LMS
    c. Watch recorded classes

This policy is published on the CWBTS website in the Key Links & Documents page
https://cwbts.com.au/key-links-and-documents/

Student Support

CWBTS provides the following support to students studying any aspect of their course online:

CWBTS Trainers
— May be contacted via their work email anytime (email address provided during class induction)
— CWBTS Trainers will reply to queries within 2 business days
— Assessments are graded within 7 business days of submission

Student Engagement Team
— Are available for live queries by phone (1300 429 287) on business days between 9am and 3pm Monday to Friday
— Can be contacted via email to cwbts@cwbts.com.au at any time; however, please allow up to 2 business days to respond

Training Manager
— Students can request to speak to the Training Manager at any time via email to cwbts@cwbts.com.au or by ringing the Student Engagement Team (1300 429 287) on business days between 9am and 3pm Monday to Friday
— If the Training Manager is not available at the time, a message will be forwarded to them, and they will return the call within 2 business days from receiving the phone call message or email

IT support helpdesk and LMS (Learning Management System) support for technical queries
— LMS Support may be reached on phone (1300 534 363 Option 1) on Victorian business days between 8:30am and 6:30pm Monday to Thursday, and between 8:30am and 5:00pm on Friday
— LMS Support may be contacted via email anytime at helponline@buildersacademy.com.au and will reply to queries within 2 Victorian business days

Student Welfare
— Support services are available between 08:30 – 5pm Monday to Friday in person, via telephone or video conference
— Students wishing to access any support services are encouraged to discuss this with their Trainer/Assessor, call the office on 1300 429 287 or email cwbts@cwbts.com.au.
— If a voicemail or email is left, a staff member will respond within 2 business days.

Student Entry Requirements and Induction

CWBTS conducts a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their individual needs.

As part of the PTR process, we include an evaluation of a prospective student's digital literacy (PC Skills) to ensure that they will be successfully able to complete a course with an online component.

Evaluation of PC Skills (Digital Literacy)

For students who are enrolling into a course that involves PC literacy (such as accessing information online or completing learning activities or assessments online or submitting assessments via a learning management system, the students must have their PC skills evaluated as part of their Language, Literacy and Numeracy skills (LLN) assessment.

CWBTS use an online LLN tool called LLN Robot which requires students to undertake basic PC skills in order to complete the evaluation. This includes, but is not limited to:

1. The ability to logon to a computer
2. Access emails and click a link within an email
3. Login into an online database (LLN tool)
4. Use a mouse and keyboard
5. Read and respond to online text

Students who meet the minimum requirements for the LLN evaluation for their course will be considered to meet PC literacy requirements.

Students who do not meet the minimum requirements for the LLN evaluation will be evaluated individually to see whether they meet PC literacy requirements.

Minimum Technology Requirements

CWBTS uses a learning management system (LMS) for online course delivery and assessment submission.

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

PC – Windows Operating System - Windows 7, Windows 8, or Windows 10 - An Intel Pentium 4 processor 350MB of free disk space 512MB RAM	MAC - Mac OS X 10.6 or later - An Intel Processor that 64 bit 350MB of free disk space 512MB RAM
Minimum screen resolution must be 1200x800. Ensure you have the largest possible screen for the best experience. Software Requirements: - Microsoft Word - Microsoft Excel - Acrobat Reader Supported Browsers: - Chrome 23 or later (preferred) - Firefox 17 or later - Internet Explorer (not recommended) Recommended Accessories: - Headphones for a better experience of our multimedia content - A webcam for a better experience of our Virtual Campus Live Sessions	

Learning Materials

CWBTS ensures that learning materials used for online training components are interactive and are presented in several ways to ensure that we cater for different learning styles that learners have.

Our content is presented in a variety of formats including:

— Online reading content (PDFs are used for longer documents) for pre or past class reading
— Guided content and Graphics
— Video and Audio
— Learner Guides and Interactive SCORM content which are a summary of Learner Guides
— Interaction through discussion forums and webinars
— Interaction done in class (whether face-to-face or online)
— Training videos that are instructor led and deliver the training to the students in a visual format
— Support videos for all assessments to outline what needs to be completed

CWBTS provides text alternatives to images, graphs, videos, and multimedia where possible; can meet various bandwidth requirements and can be used with alternative browsers.

When developing content for our learners we take into considerations the 'Web Content Accessibility Guidelines (WCAG) 2.1.' These guidelines define how to make Web content more accessible to people with disabilities. Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities. When developing and publishing content CWBTS follow these guidelines found at https://www.w3.org/TR/WCAG21/#intro

Student Engagement

Collaborative Learning Opportunities

Our learners are supported within a Virtual Classroom framework that is engaging and interactive allowing for both delivery of training and content, as well as collaborative work amongst classmates. Participation is encouraged within group learning and consolidated through individual student support, utilising our virtual 'breakout' classrooms.

CWBTS prides itself in reaching out to participants for whom 'traditional' delivery modes would preclude them from pursuing formal training opportunities. Virtual Classroom students are often from remote areas, or alternatively are 'time poor'.

Ongoing Feedback

Our CWBTS Trainers are selected for their ability to maintain a quality learning experience, whilst monitoring 'virtual' cues fed back by the learners. All delivery is enhanced by live video streaming, of which students can opt 'in' with their own video feed.

Students interact individually with their trainer or the whole class. Interactions can be communicated verbally or via chat. Students can also be 'handed control' of the classroom delivery, creating a more interactive and inclusive experience.

Our CWBTS Trainers will also provide feedback in response to individual queries and in relation to the tasks that they complete.

Response to non-activity or non-participation

There are two areas that suggest a learner is falling behind in their studies and will trigger the student engagement team to reach out. The first one is continued absence from classroom or virtual online session, and the second trigger for CWBTS to follow up is low assessment submission rate.

Our student engagement team will combine a variety of methods to attempt to contact the student and reach a solution to aid in the completion of the qualification. This includes phone calls, test messages and emails.

Mode and Method of Assessment

The mode and methods of assessment will vary from course to course and from subject to subject.

A minimum of two forms of assessment will be used for each subject.
Forms of assessment will include, but is not limited to:
— Written questions
— Projects
— Case Studies
— Role play

Where practical and / or observation assessments are required, these may be collected externally to the LMS via the Assessor undertaking direct observation face-to-face, watching a live video link or watching an uploaded video.

Where verbal assessments are required, these may be collected externally to the LMS via the Assessor:

1. Undertaking the verbal assessment in a face-to-face class
2. Undertaking the verbal assessment one-on-one face-to-face or via phone external to a class

In addition, supplementary evidence may also be required for some programs and units such as:

— Third party reports
— Photos
— Videos
— On the job performance outcomes

CWBTS Trainers

CWBTS Trainers fulfill all regulatory requirements determined by government and training bodies such as ASQA and each State Government's Education/Training Department to be able to deliver the relevant qualifications. This includes maintaining currency and ensuring relevant Professional Development is undertaken.

All Trainers delivering programs at CWBTS with an online component have undertaken in-house professional development as follows:

1. How to use the LMS
2. If conducting online live classes:
    — how to run webinar technology,
    — how to run an online program and
    — how to manage online attendance.

In addition, our CWBTS Trainers may be asked to complete external professional development on running online classes or online programs.