

NEW FUTURES TRAINING ONLINE SERVICE STANDARDS

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New Futures Training offers a range of courses that can be delivered remotely. 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

New Futures Training will provide the following support to students studying any aspect of their course online:

- As a New Futures Training online student, you will regularly engage with your trainer through Email, phone call, messages in WhatsApp and weekly live zoom sessions.
- The trainer will respond to your queries within two business days. Assessments submitted on time will be marked and feedback will be emailed to you.
- There will be a maximum of 25 students to each trainer/assessor for each course

Administrative Support by Student Service Team

- Available by phone, WhatsApp and email between 9:00am and 5:00pm Monday to Friday. The team will reply to phone call during opening hours immediately and to emails within two business days. You can reach the Student Service team on 9093 5116 or 9093 5112 or email welfare.su@vicsegnewfutures.org.au.
- To assist students who like working one-on-one with trainer, Student Services Team run a weekly homework support session for students to attend. The support is also available over the phone/Zoom meeting.

IT support helpdesk for technical

- Our Student Service Team could help students if they have a problem with their technology. If our students have any questions or technical issues, they can email us at welfare.su@vicsegnewfutures.org.au (within 2 business days) or contact us and we will organise a time to help fix the issue for them. Students can contact Student Service team on 9383 2533 during office opening hours to discuss about your issues. If your issue can not be resolved by Student Service team, your enquiry will be escalated to IT team.



Support services

Student Wellbeing

- New Futures Training offers a range of support services to refugee and recently arrived migrant families. New Futures Training aims to provide an environment that is supportive and caring while addressing the learning needs of all students, no matter their language level, culture or background.
- New Futures Training places a high priority on student security and safety and therefore we do our best to enhance support services so that students feel welcomed and valued - making the experience of studying a positive one, this is why we have **trained welfare workers** on our staff who are here to help.

Pastoral Care and counselling

- Students will have trainers as mentors for pastoral care matters, study management, assistance with study tasks, goal setting activities, placement support and career guidance.
- Initial care and counselling is provided by our trained, bi-cultural welfare workers who address personal issues, mental health issues and wellbeing concerns. Based on the individual's needs and in discussion with them we may refer students to other specialist services such as Beyond Blue.

Student entry requirement and induction

- New Futures Training conducts a comprehensive Pre-Training Review including Language, Literacy & Numeracy for all prospective students to determine whether a course is suitable and appropriate for the students' individual needs. In addition, a student's capability to study online will also be determined via the Pre-training Review.
- Prospective students will be required to answer some questions on the Pre-training review form. A discussion based on the answers will then take place which will assist New Futures Training intake team in ascertaining:
 - the prospective student's academic suitability for the course.
 - identifying additional support where required
 - access to necessary technology to study online

Zoom

- New Futures Training uses virtual classroom system called 'Zoom' (which is our main platform for your Remote Learning) for online course delivery. Through 'zoom' We will be utilising a virtual classroom. Zoom is a very simple online platform where student can talk to their teachers and classmates on video – similar to WhatsApp or Skype video call with more than 3 people.
- The following are the minimum information technology requirements to enable optimal access to zoom:
 - A desktop or laptop computer (with 8GB memory and 1.8Ghz processor), however many aspects of the course can be accessed via smartphone or tablet.
 - Microsoft Office 2003 or later.
 - A reliable internet connection with the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge or Safari. Students experiencing poor internet connections may choose to attend a Chisholm campus where free wifi is available as well as access to computers.
- Web-based content is available on handheld devices including mobile phones and tablets. Step by step guide 'Zoom 101 - Student Version' is provided to students on enrolment.

COBA for First Aid

- New Futures Training using a learning management system (LMS) called COBA Online First Aid assessment as a replacement for our Written Assessment/Knowledge evidence.
- In order to use COBA, students will require a device that has:
 - Access to the internet
 - A web browser (eg: chrome, firefox)
 - Speakers\headphones
 - The capability to add additional software as required depending on the requirements of the units being studied.
 - Preferably the latest version of Microsoft
 - Optional webcam (not a requirement)
- COBA help guides and resources are available as follows:
 - Study First Aid online [NFT-Students] Nov2020

Canvas



- New Futures Training using a learning management system (LMS) called Canvas for online delivery of Family Violence course and Advanced Diploma of Community Sector Management. In order to use Canvas, students will require a device that has:
 - Access to the internet
 - A web browser (eg: chrome, firefox)
 - Preferably the latest version of Microsoft
 - The capability to add additional software as required depending on the requirements of the units being studied.
- Canvas help guides and resources are available as follows:
 - Canvas student tour <https://resources.instructure.com/courses/32>
 - Canvas getting started <https://community.canvaslms.com/community/answers/guides/canvas-guide/gettingstarted/pages/student>
 - Canvas student guide <https://community.canvaslms.com/docs/DOC10701>

LEARNING MATERIALS

- New Futures Training ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:
 - Guided content
 - PowerPoints
 - Weblinks
 - Video
 - Audio
 - Interaction through discussion forums and webinars
 - Interactive live webinars with teachers
 - Core documents
- Alternative versions of key information can be provided upon request to students with accessibility issues.
- The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable and robust.

STUDENT ENGAGEMENT

- New Futures Training 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. Collaborative learning opportunities will be provided so that you can interact with peers and your trainer through.
 - Zoom discussion forums
 - webinars
 - WhatsApp
- Ongoing feedback will be provided as you study, via:
 - interaction with trainers/assessors in informal discussion forums
 - response to individual queries (Email/phone)
 - response to assessment tasks, formative activities including quizzes you complete
- New Futures Training will monitor your participation and ensure that you continue to progress through your course. We will check to see how you are going within two weeks of your start date and contact you by email, or phone if it looks like you need some help. Students who have not participated their zoom sessions within four weeks will be deemed to have stopped studying and may be withdrawn from the course.

MODE AND METHOD OF ASSESSMENT

- A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment will include:
 - knowledge questions
 - projects
 - case studies
 - demonstration of practical skills.
 - Observation
 - Practical placement

Where students are asked to demonstrate competency in practical skills, Students are to be booked for a practical skills session to be conducted at NFT occasional child care centre/simulation lab will be used.



TRAINERS AND ASSESSORS

- All trainers and assessors delivering online courses at New Futures Training have been provided adequate training in online delivery, and have undertaken professional development in online delivery, which includes:
 - Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.
 - Monthly review and quality improvement meetings.

