

## On-line service standards

EmployEase Training is committed to providing a quality learning experience for students. EmployEase courses are classroom based and are led by qualified trainers. Assessment is conducted in the classroom, in the workplace and with the exception of our foundation programs and Diploma of Nursing, completed on-line using our EmployEase Online Campus. The following Online Service Standards explain our commitment to students undertaking on-line assessment.

### **Pre-Training Review**

Students will undertake an extensive Pre-Training Review process as part of the EmployEase pre-enrolment process. The Pre-Training Review will include gathering information as to the candidate's digital literacy and their access to appropriate IT equipment including computer, internet and scanning facilities.

### **IT requirements**

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

- A device with a minimum of 8GB memory and 1.5Ghz processor
- Microsoft Windows 8 and above

Students are discouraged from using hand held devices including mobile phones and tablets as all content may not be visible.

### **Student Support**

EmployEase will provide the following support to students undertaking assessment using the EmployEase Online Campus.

### **Online Campus Training**

Students will receive an on-line campus training session as part of their timetabled Return to Study- Study Skills session. Students who are unable to attend the session will receive an Online Campus Guide and a listing of RTS/Study skills sessions scheduled at other locations. The student will be booked into and attend an alternative RTS Study Skills/on line campus session within the following two weeks.

Students will receive a follow-up, on-line campus refresher session as part of the delivery of their first accredited unit of study.

### **IT support helpdesk for technical queries**

Students will have access to telephone technical support Monday to Friday between the hours of 9am and 5pm. 1 to 1 technical support can be arranged by contacting EmployEase direct.

### **Support Services**

Students have access to telephone study support and counselling services from Student Support Monday to Friday between the hours of 8.30am to 4.30pm. 1 to 1 Appointments can be made by contacting EmployEase direct.

### **Student Resources**

EmployEase ensures that student resources used to enhance student learning and to undertake class-based assessment are accessible via the on-line campus.

### **Student Engagement/Monitoring**

Students will log on and submit an assessment each month. EmployEase Student Support Coordinators will monitor each student's progress as they complete on-line assessments.

Student support will contact any student who has not engaged with the on-line system within 7 days of their RTS Study Skills session (applicable to First Aid assessment only) or monthly in regards to completing other unit assessment tasks.

### **Student Theory Assessments**

Theoretical assessment is conducted using:

- Knowledge questions
- Case studies/Scenarios
- Research reports

Additional evidence including Third Party Reports, Placement Attendance Logs etc. workplace tasks will be uploaded by students as part of their study requirements. Information about evidence to be uploaded is included in the student Placement Guide and as part of their PINF (Placement Information session)

Students will undertake practical skill-based assessment both within the classroom and in the workplace

### **Assessment Marking and Feedback**

Student assessment will be marked within two weeks of completing the work. Assessors will provide feedback against each question/task. Assessments will be marked either satisfactory or not satisfactory.

Students who are unable to achieve a satisfactory outcome for an on-line assessment will have the opportunity to re-submit (refer Re-Assessment in the current Student Handbook).

### **Assessors**

All EmployEase Assessors are fully qualified and undertake regular training and professional development on the EmployEase online campus system.