



South Coast Academy

ONLINE SERVICE STANDARDS

These standards should be read in conjunction with SCA's Policies and Procedures found on SCA's website and in the Student Handbook.

Student Support

SCA will provide the following support for students studying any part of their course online:

When students enroll online or study the online component of their course they can access support in the following ways:

- Consult a trainer and assessor during class time.
- Contact our staff members for any technical support. Email info@southcoastacademy.com.au
- Call Academy Admin between 8:30am – 4pm, Monday to Friday (excluding public holidays) on (02) 4297 4745.
- Email info@southcoastacademy.com.au or leave a voicemail outside of office hours and we will respond within 2 business days.
- Make a booking with a one-on-one support trainer. Call or email as above to arrange a time.
- Drop into the Academy between 8:30am and 4pm Monday to Friday (excluding public holidays).

Entry Requirement & Induction

SCA conducts a detailed Pre-Training review of a prospective student's training needs to establish whether the course in question is appropriate for their needs.

Our review includes:

- Self-assessment of your digital literacy.
- Assessment of your Language, Literacy and Numeracy (LLN) strengths and areas where we may provide you with additional support.
- Discussion between you and the trainer to identify any additional support that you may require.

SCA uses Wisenet, a Learning Management System (LMS), for the online components of some of our units. We also use Moodle for self-paced learning for our Community Service qualifications.

In order to use Wisenet and Moodle, you'll require:

- A device (laptop/desktop/tablet) with access to the internet (broadband cable/ADSL or NBN)
- A web browser, preferably Chrome or Firefox

You will also be required to use the internet to browse and conduct research and access recommended webpages that form part of your self-paced learning.

Students are to complete this study at home in their own time however they can access free WIFI and laptops upon request at our Academy. Students can bring their own devices if they wish.

Learning Materials

Our online training is delivered in a variety of ways ensuring we cover all different learning styles.

They include:

- Class discussions via forums
- Graphics and animations
- Videos
- Audio
- Guided content

Our students are given a link to an online student resources page at enrolment. This includes the Resource Guide, a document containing all content taught throughout the course. The student can request a paper copy of this.

The online elements of the course are also available in paper form.

Student engagement

SCA offers engaging online learning experience. Students can collaborate with peers through online discussion forums.

Feedback for the online component of the course is provided via email in response to assessment submission. Feedback can also be delivered to the student cohort via Wisenet.

Through Wisenet and Moodle we can view student analytics;

- Last student activity
- Total student activity
- Details of student contact with trainer
- Date of and number of submissions

We use these tools to monitor your participation and will take appropriate action for non-participation.

Mode and Method of Assessment

Forms of assessment may include:

- Written (includes short answer, multiple choice and case studies)
- Practical simulation/demonstration (recorded and uploaded or completed in our classroom)
- Verbal

Trainers and Assessors

All SCA trainers are required to complete an induction for any online elements of the course. All our trainers undertake professional development in online delivery by attending webinars through our subscription to ACPET's PD library.