Online Service Standards

Central Australian College (CAC) offers a range of courses where assessments can be submitted online. The Central Australian College (CAC) is committed to providing a quality learning experience for students doing their assessment online and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

Central Australian College will provide the following support to students who opt to do their assessment online in the course which they are enrolled in:

Administrative Support/ Student Academic Support

- The CAC Admin Team will be available between 9:00am and 5:00pm Monday to Friday.
  Phone: 03 9687 4275
  Email: admin@cac.edu.au
- Our team will respond to phone calls immediately during opening hours and reply to emails within two business days.

Trainers/Assessors

- CAC Trainer/Assessors will be available for queries about assessment by phone, email and zoom meetings between 9:00am and 5:00pm Monday to Friday for the duration of the course.
- Will reply to queries within 48 hours and assessment will be returned within 14 days.

IT support helpdesk for technical queries

- available via phone and email between 9:00am and 5:00pm Monday to Friday.

  Phone: 03 9687 4275
  Email: admin@cac.edu.au

- A user manual on how to use Zoom for online training is available here Remote Lecturing Manual for Students.

Support services

- Consultation and referral service available by appointment between 9:00am and 5:00pm Monday to Friday

  Phone: 03 9687 4275
  Email: studentsupport@cac.edu.au.

Online Service Standards

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Central Australian College conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your level of digital literacy, by:

- Asking you to undertake a self-assessment quiz including your ability to use Microsoft platforms and upload and download a document using a computer at the Central Australian College.
- Discussing the outcomes of the self-assessment including the know-how and making recommendations about whether the course is suitable for you, and identifying additional support where required.

CAC uses Zoom for learning delivery.

The following are the minimum information technology requirements to enable optimal access to the online assessments/resources:

1.   Knowledge and skill with:

- Microsoft Windows or Mac OSX system.
- MS office word, excel and PowerPoint.
- Adobe PDF reader.
- Media Players such as Windows media player and VLC.
- Google Chrome, Safari, Firefox browser.

2.   Hardware and software equipment or above the following specification.

- Operating system Window 7 or Mac OSX 10.9 or above.
- CPU Intel i3 or higher.
- RAM 4GB or higher.
- Browser Google Chrome, Safari, Firefox or IE 10.
- MS Office 2007 and above.
- Adobe Reader XI.
- Internet ADSL2+ with stable connection.

LEARNING MATERIALS

Central Australian College ensures that online assessments are presented with clear instructions, including:

- Guided content.

- Interaction through email, telephonic conversation and Zoom meetings.

STUDENT ENGAGEMENT

Central Australian College will monitor your assessments and ensure that you continue to progress through your course.

Ongoing feedback will be provided as you do your assessment through:

- interaction with trainers/assessors either by email, telephone or Zoom meeting.
- in response to individual queries and in relation to tasks you complete.

Trainer/ Assessor and/or Academic Support Services Team will contact students who have not submitted the assessment within two weeks after the assessment submission due date.

Students who fail to engage in online training and delivery will be monitored according to CAC Monitoring Course Progress Policy and Procedure.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each unit of competency. Assessments are submitted electronically to the Trainer Assessors.

- Methods of assessment will include:
- Written/Verbal Questions
- Observation/Demonstration
- Analysis/Reporting
- Project/Research
- Problem Solving
- Documentation

Where students are asked to demonstrate competency in practical skills, students will be required to perform the task in person at the Central Australian College in front of the Assessor/Trainer.

TRAINERS AND ASSESSORS

All trainers and assessors delivering online courses at Central Australian College are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- In house training in using student management platform and Zoom meeting
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.