

Yorke Institute Online service standards

- Yorke Institute provide blended learning that include theory portion online and practical, placement is face to face.
- The following guidelines outline what Students should expect when completing learning and/or assessment online and explain our commitment to Students in key areas.

STUDENT SUPPORT

Yorke Institute will provide the following support to students related to online component.

Trainers and Assessors

- Will be available for questions about learning, materials and assessment by telephone and email Monday to Friday (except public holidays) for the duration of the course.
- Trainer and assessor also available through Moodle during their session timing and also available after the session for one-on-one support.

Administration and student support staff

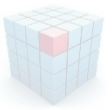
- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday. Please contact admin@yorkeinstitute.edu.au or (03) 9042 0231.
- Will reply to Student queries in 48-72 hours.

IT support for Technical Queries and LMS

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday. Please contact admin@yorkeinstitute.edu.au or (03) 9042 0231.
- Will reply to Student queries within 48 to 72 hours.

Student Welfare and Support services

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday. Please contact admin@yorkeinstitute.edu.au or (03) 9042 0231.
- Will reply to Student queries within 48 to 72 hours.



STUDENT ENTRY REQUIREMENTS AND INDUCTION

Yorke Institute conducts a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their individual learning needs, aspirations and abilities. It also cover the LLN test through VETenrol to check digital literacy and language, literacy and numeracy.

Digital literacy is confirmed through online enrolment process including LLN test and LLN test has questions related to digital literacy.

Support will be provide as required by everyone according to the student support policy and procedure.

Platform:

1. **Moodle LMS** – Yorke institute us Moodle LMS for virtual classroom and online course delivery. You will receive login details and information in the enrolment confirmation email prior to commencement of the course.

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

1: Knowledge and Skills with:

- 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 or IE browser

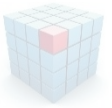
2: Hardware and Software Equipment or above the following

Specification: Moodle can be accessed via:

- Mobile Phones – Can access the Moodle resources via mobile through weblink
- Tablets - Can access the Moodle resources via tablets through weblink
- Computers or Laptops – Students and teacher log in via the Moodle weblink

Other such requirements are to have access to:

- Operating system Window 7 or Max OSX 10.9
- CPU Intel i3 or similar
- RAM 4GB
- Hard drive 20GB
- Screen 13 or 15 inch with resolution 1024×768
- Browser Google Chrome, Safari, Firefox or IE 10



- MS Office 2007
- Adobe Reader XI
- Internet ADSL2+ with stable connection

LEARNING MATERIALS

Yorke Institute provide interactive and engaging online learning materials in a variety format including:

- PDF files
- .doc files
- .ppt files
- Guided Content
- PDF And/or PowerPoints
- Graphics
- Audio
- Interaction Through Discussion Forums And Webinars
- Resources And External Links

Student engagement

- Yorke institute LMS provide forums, virtual sessions, breakout rooms and contact details to collaborate with other students, trainers, assessor and support staff.
- Trainer and assessor will provide feedback during virtual sessions and activities. Ongoing feedback will be provided for the mandatory assessment via Moodle, email, face to face and phone call.
- Yorke staff check the student engagement through following:
 - Virtual classroom attendance
 - Activity details on Moodle report
 - Assessment submission monitoring

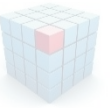
MODE AND METHOD OF ASSESSMENT

Forms of assessment will include:

- Knowledge questions
- Projects
- Scenarios or case studies
- Demonstration of practical skills.
- Work placements

Where students are asked to demonstrate competency in practical skills, videototechnology will be used.

Most of the practical task will be conducted at Yorke simulation site located in Melbourne CBD.



TRAINERS AND ASSESSORS skills related to online learning

All Trainers and Assessors delivering virtual classroom online courses are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Professional Development for online facilitation.
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.
- Internal professional development in delivery and assessment in the online learning management system; Canvas.
- Internal professional development in delivery and assessment in the virtual learning system; Teams.
- Annual review and validation of online course content.