ONLINE SERVICE STANDARDS

SportsReady Education offers the Certificate II in Workplace Skills, Certificate III in Business, Certificate IV in Business, Certificate III in Sport and Recreation, Certificate IV in Sport and Recreation and Certificate IV in Sport Development either partly or wholly online. SportsReady Education is 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

SportsReady Education will provide the following support to students studying any aspect of their course online:

Trainers/Assessors

- Available to be contacted via phone or email Monday to Friday between 9.00am and 5.00pm.
- Will reply to queries within 48 hours and assessments will be returned within 14 days.
- Our student to trainer ratio will ensure the best possible outcomes and support for the student.

Administrative Support

- Will be available for queries by phone and email between 8.00am and 4.00pm Monday to Friday (excluding public holidays and shut down periods).
- All administration queries will be answered within two business days.

IT support helpdesk for technical queries

- All technical queries to be answered by the Administrative support via phone or email.
- All IT support queries will be answered within two business days.

Support Services

- At all times during the course and in addition to the classroom sessions offered, support is available to students through SportsReady Education Trainers and Assessors and/or the Student Administration Officers.
- SportsReady Education caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling and enrolment stage onwards.
- SportsReady Education undertake to provide suitable resources to help students to identify their learning needs and provide Trainers/Assessors with the required student information.
- For additional support with study, students can call or email relevant Trainer/Assessor directly or contact Student Administration on (03) 8532 7208 or email education@aflsportsready.com.au.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

SportsReady Education 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 the student's level of digital literacy, by:

- *Asking the student to undertake a self-assessment task*
- *Discussing the self assessment outcomes and making recommendations about whether the course is suitable for the student, and identifying additional support where required.*

SportsReady Education uses a Learning Management System (LMS) for online course delivery.

The following are the minimum hardware and software requirements to enable optimal utilisation to the LMS:

- Internet connection
- A device with a minimum of 8GB memory and 1.5Ghz processor
- Microsoft Windows 8 and above or Mac OS version 10.
- Any browser can be used but you need to keep it up to date with the latest version. For example, Google Chrome, Mozilla Firefox, Safari or Internet Explorer. Students can download these browsers for free.
- Web based content is available on hand-held devices including mobile phones and tablets

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LEARNING MATERIALS

SportsReady Education ensures that learning materials used in online training are interactive and are presented in a variety of formats, including: guided content, graphics, video, audio, interaction through discussion forums.

STUDENT ENGAGEMENT

SportsReady Education provides an online learning experience that is engaging and interactive. We will monitor student participation and ensure that the student continue to progress through their course.

Ongoing feedback will be provided as the student progresses through study in response to individual queries and in relation to tasks the student completes.

We have a range of engagement processes and student engagement will be monitored throughout their study with SportsReady Education. However, if a student has not logged on within 1 month of the course commencement date, the student will be contacted directly by their trainer.

Students who have not logged on within 2 months of the course commencement date and do not reengage after 5 attempts have been made by SportsReady Education, will be deemed to have withdrawn from the course.

MODE AND METHOD OF ASSESSMENTS

A number of assessments will be used for each unit of competency, this will be determined by the Trainer/Assessor. Forms of assessment can include:

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills
- Third party verification
- RPL

TRAINERS AND ASSESSORS

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

- Professional development in online training
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.