GuideStar Training and Professional Service – Online Service Standards

GuideStar Training and Professional Services (GTPS) Pty Ltd. RTO # 22355 offers a range of programs that can be delivered as blended via virtual classroom and face to face sessions. GTPS uses Zoom meeting software for virtual classroom training. GTPS are committed to providing a quality learning experience for students studying online (Virtual classes via zoom) and these online service standards explain GTPS commitment to students in key areas.

Student Support

GTPS will provide the following support to students studying any aspect of their program online (virtual class):

➢ GTPS trainer and assessors (Skills First Teacher) will be available for queries about learning and assessment by email to units@guidestartraining.com.au, or by phone Monday to Friday, for the duration of the program.

➢ GTPS will reply to queries within 24 hours and return marked assessment to students within 14 working days.

Administrative support

➢ Available by phone to GTPS head office between 9:00 AM till 4:30 PM Monday – Friday (excluding public holidays) and via email to admin@guidestartraining.com.au or units@guidestartraining.com.au Monday – Sunday.

➢ Will reply to queries within 48 hours.

IT Support helpdesk for Zoom technical queries

➢ Available via phone, email between 9:00 AM till 4:30 PM Monday to Friday and Via email to it@guidestartraining.com.au or enrolments@guidstartraining.com.au Monday –Sunday (excluding public holidays).

➢ Will reply to queries within 48 hours during working days.

Support Services

➢ Counselling service available by appointment between 9am – 5:00 PM Monday to Friday.
➢ Language Literacy and Numeracy and Academic Support available by appointment. Please email to admin@guidestartraining.com.au or manager@guidestartraining.com.au to book an appointment (excluding public holidays).
➢ GTPS will provide soft copies or print out as per student request for your resources and assessment.
➢ Resources or other support services available Monday – Friday 10:30 AM till 4:30 PM or via Monday – Sunday via email to admin@guidestartraining.com.au.

Student Entry Requirements and Orientation

➢ GTPS conduct a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether course is suitable and appropriate for their individual needs. This includes an assessment of your Language, Literacy and Numeracy as well as Digital Literacy by:
♦ Asking you to do a self-assessment
♦ Discussing the self-assessment and making recommendations about whether the program is suitable for you and identifying additional support where required
➢ GTPS uses a Zoom meeting software for virtual classes **online program delivery**. The following are the minimum information technology requirements to enable optimal access to the zoom meeting software:
♦ A device with a minimum of 4 GB memory and 2 Ghz processor
♦ Microsoft Windows 8 and above or Mac OS version 10.11 and above
♦ A PDF reader – Adobe Acrobat recommended
♦ Android Phone and Tablets
♦ iPhone, and iPad tablet

➢ Web-based content is available on hand-held devices including mobile phones and tablets.
➢ Before commencement GTPS will conduct the orientation and will explain the support available, learning materials, access to learning materials, assessment centre and assessment method.

Learning Materials

➤ GTPS ensure that learning materials used in online training are interactive and are presented in a variety of formats, including:

♦ Guided content – how to access the learning resources
♦ PowerPoint Slides – how to access the support and submission of the assessments
♦ Video – How to login in and participate via zoom
♦ Virtual Classroom – Via Zoom
♦ Unit/cluster PowerPoint slides
♦ Writable PDF - assessments
♦ GTPS will send you writable PDF for assessment and learning resources

➤ The principles of the Web Content Accessibility Guidelines are applied to GTPS learning material by ensuring that they are: perceivable, operable, understandable and robust.

Student Engagement

➤ GTPS provides an online (Zoom virtual classroom) learning experience that is engaging and interactive. GTPS will monitor your participation and ensure that you continue to progress through your program.
➤ Collaborative learning opportunities will be provided so that you can interact with peers, through

♦ Discussions and activities
♦ Virtual Classroom Via Zoom

➤ Ongoing feedback will be provided through:

♦ Interaction with trainer/assessor in informal discussion during tutorial (via Zoom Virtual classroom)
♦ In response to individual queries and in relation to the tasks you complete via email from units@guidestartraining.com.au. Or from trainer/assessor.

➤ GTPS will contact you if you have not attended or logged on zoom within 2 consecutive weeks of the program commencement date
➤ You will be deemed to have withdrawn from the program if you:

♦ Have not attended virtual class via zoom on within 4 consecutive weeks of the program commencement date: and
♦ After making five attempts at contact phone call, email and SMS, you did not reengage with GTPS.

Mode and Method of Assessment

- ➢ A minimum of two forms of assessment will be used for each subject
- ➢ Forms of assessment will include:
    - ♦ Demonstration/Observation
    - ♦ Role Play / Observation
    - ♦ Written questions
    - ♦ Projects
    - ♦ Case study
    - ♦ Portfolio evidence
    - ♦ Demonstration of practical skills (at workplace)
- ➢ GTPS will use soft copies to complete your assessment. Soft copies of assessment will be sent to you via email from units@guidestartraining.com.au
- ➢ The units which require work placement hours, GTPS assessor will visit the centre and observe the practical components of the assessments.

Skilled First Teacher (Trainer/Assessor)

- ➢ All GTPS trainers/assessors who deliver the course via Zoom (virtual classes) are experienced in online delivery and have undertaking professional development in online (via zoom) delivery, which includes:
    - ♦ Internal professional development in using Zoom
    - ♦ Participation in internal staff professional development workshops
    - ♦ Professional development webinars through relevant providers.

Storage and Backup

- ➢ Safety of GTPS data is integral. All of GTPS data is backed up regularly (Monthly backup on external hard drive and google drive).