

Online Service Standards Policy and Procedure (Training)



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1. Purpose

The purpose of this Policy and Procedure is to provide employees, customers, and visitors of MAX Solutions with appropriate guidelines and the expectations for the delivery of online training and assessment.

2. Commencement of Policy

This Policy and Procedure will commence on 20 October 2022. It replaces all other policies or arrangements governing this subject (whether written or not).

3. Application of this Policy

This Policy and Procedure applies to employees, agents and contractors of MAX Solutions.

4. Overview of Online service standards

MAX Solutions is committed to providing quality learning experiences for students studying online and our Online Service Standards Policy and Procedure explains our commitments to students who are enrolled in our online platform.

5. Student support

MAX Solutions will provide the following support to students studying in any aspect of their program online:

Trainer and Assessors

- Available for queries about learning and assessment by phone, email and online chat through our LMS between 8:30am and 5:00pm Monday to Friday for the duration of their study
- Will reply to queries within 24 hours and return assessments to students within 7 days.
- There will be a maximum of 20 students to each trainer/assessor for each program. (Virtual Online Classroom).

Administrative Support

- Available by phone and email between 8:30am and 4:00pm Monday to Friday
- Will reply to queries within 48 hours.

IT support helpdesk for technical queries

- Available via phone, email and online chat between 8:30am and 5:00pm Monday to Friday via their allocated Trainer and Assessor
- Will reply to queries within 48 hours.

Support services

- MAX simulated business documentation (available online or in paper format if required)
- The simulated work environment will be achieved by the use of portable, specialised kits to create a simulated community services environment. These kits enable and support competency development as students are able to learn and practice in a safe, non-threatening environment before the skills need to be transferred to the workplace. Included in the kits are various types of equipment typically found in the workplace which are relevant to the industry and listed units
- All students are enrolled into "Orientation to CANVAS" and have the opportunity to participate in a virtual classroom
- All blended delivery, the first session is devoted to orientating our students on how to use our learning management system CANVAS.

6. Student entry requirements and induction

MAX Solutions conducts a Pre-Enrolment application process where all prospective students information is reviewed to determine eligibility or whether the program is suitable and appropriate for their individual needs.

The following points are taken into consideration when MAX Solutions screens potential students for suitability into a course:

- The course is delivered in English
- Analysis of the units within this qualification has determined that students will need to be working towards an ACSF exit levels as follows:
 - Writing
 - Oral Communication
 - Problem solving
 - Numeracy.
- Students may need to be able to achieve clear police check and meet relevant state based working with children or vulnerable people. This is discussed during the pre-course orientation and application for enrolment session.

Whilst a student may want to enrol, this may not always be possible; the student may not have the entry requirements set by MAX Solutions to ensure that every student has the best possible opportunity to complete the qualification. In this case MAX Solution will work with the individual to tailor an outcome which suits their needs.

7. Learning materials

MAX Solutions provides a variety of learning materials to assist with engaging learners including;

- Working through online learning material
- Webinars
- Scheduled tutorials (organised by topic/unit)
- Progress quizzes (formative)
- Learning activities (relevant to each unit/topic)
- Facilitated online discussions (organised by topic/unit)
- Online videos

- Role plays
- Structured Vocational Placement

8. Student Engagement

MAX Solutions prides itself on its dynamic and customer focused courses and nationally recognised qualifications, which have been customised to meet high quality expectations of students, employers and industry.

Our courses are designed to provide students with skills, knowledge and right information to ensure real and tangible value through best-practice expertise.

- Dedicated Student Support Trainer to monitor Student Support Plans.
- Make phone/email/SMS contact with disengaged students.
- Develop Student Support plans.
- Liaise with trainers regards to Support plans
- Liaise with PC's and Disability Support Workers if applicable.
- Conduct WebEx mentoring sessions.
- Online CANVAS self-paced Support
- Online Trainer Support – via CANVAS inbox
- Automated emails when students not logged on in 7 days
- Weekly MEETS WebEx Virtual classroom support inclusive:
 - CANVAS Introduction
 - Catch up Classes Support on Topics
 - Discussion Groups
- Inbox invites and reminders to MEETS WebEx
- Live data Progression reports for Trainer Information, supported by Power BI
- Live data Progression reports for Trainer Information.

9. Mode and method of assessments

Training and assessment will be delivered through a combination of classroom training, training in a simulated environment and participation in work placement.

Students will be expected to attend scheduled webinars, engage in structured online discussions and complete self-paced learning activities for all delivery methods.

Online learning will take the form of structured and unstructured learning activity and includes:

Structured Learning:

- Working through online learning material
- Webinars
- Scheduled tutorials (organised by topic/unit)
- Progress quizzes (formative)
- Learning activities (relevant to each unit/topic)
- Facilitated online discussions (organised by topic/unit)

- Online videos.

Unstructured Learning:


- Reading supplementary documentation
- Accessing simulated business documentation
- Independent research.

10. Details of Trainer and Assessor skill and experience in online delivery

All trainers and assessors delivering online qualification at MAX Solutions are experienced in online delivery and have undertaken professional development in online delivery, which includes:


- Detailed instructions and training on our online learning management system is included in our onboarding process, including a budding system
- In each online course there is a trainer kit with all the requirements of the course inclusive of:
 - Marking Guide
 - TAS
 - Session Plans
 - Validations
 - Mapping
 - Additional assessment requirements i.e. observation checklists etc.
- Participating in staff meeting with all online trainers and assessors who meet and share ideas for continuous improvement.

11. Related Documents


 The following documents are to be read in conjunction with this Policy and Procedure and are available on MAX Active;

- CHC33015 Certificate III in Individual Support Training and Assessment Strategy (Training)
- Appendix A - CHC33015 Certificate III in Individual Support Training and Assessment Strategy (Training)
- Appendix B CHC33015 Certificate III Individual Support.
- Appendix C CHC33015 Certificate III in Individual Support Hybrid Learning
- MAX Solutions Access and Equity Policy (Training)
- MAX Solutions Complaints and Appeals Policy and Procedure (Training)
- MAX Solutions Continuous Improvement Policy and Procedure (Training)
- MAX Solutions Continuous Professional Development Policy and Procedure (Training)
- MAX Solutions Contract Management Policy and Procedure (Training)
- MAX Solutions Marketing and Advertising Policy and Procedure (Training)
- MAX Solutions Reasonable Adjustment Policy and Procedure (Training)
- MAX Solutions Student Selection and Enrolment Policy and Procedure (Training)
- MAX Solutions Student Support Policy and Procedure (Training)
- Student Handbook.

12. Further Support and Feedback

 For further support or assistance on interpreting or understanding this and/or associated documents, please contact Quality & Ethics by email on quality@maxsolutions.com.au.

Staff can also get access to a variety of related information on the [Learning & Organisational Development](#) Team Site on MAX Power. This includes, but is not restricted to information for new starters, managers and copies of the PowerPoint presentations from all recent webinars.

 Quality & Ethics promotes continuous improvement and encourages constructive feedback regarding the effectiveness of this and/or associated documentation. Recommendations for improvement should be forwarded using the Staff Feedback facility available on the Intranet.

MAX Power/Key Tasks/Staff Feedback

Key Tasks

- Staff Feedback
- Log an IT / Facilities Request
- MAX Solutions Sites
- Customer Feedback and Complaints – Managers
- Customer Feedback and Complaints – Other Staff
- Service Notifications
- Authorised Site Visitor Log
- Corporate Contacts List

