Online Delivery Standards

Selmar Institute of Education (Selmar) offers a range of courses that can be delivered online. Selmar Institute of 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

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

Trainers/assessors

- Will be available for queries about learning and assessment by phone, email and online chat between 9:00 am and 5:00pm Monday to Friday for the duration of the course/module.
- Will reply to queries within 24 hours and assessment outcomes provided within 7 days.

Student Support

- Dedicated Learning Management System Coordinator is available between 9.00am and 5pm Monday to Friday to assist with any issues in with the online platform. Contact can be made by phoning or sending an email to portalsupport@selmar.edu.au.
- Administrative support is available for queries via phone and email studentsupport@selmar.edu.au between 9:00am and 5:00pm Monday to Friday.

Student entry requirements and induction

Selmar 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 Pre-Training Review Assessment
- Discussing the assessment outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

Selmar uses a learning management system (LMS) for online course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:

- Internet connection
- Recommended browsers: Chrome, Firefox and Safari
- Recommended devices: Desktop computers, laptops and tablets

Web-based content is available on hand held devices including mobile phones and tablets.

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Learning materials and assessment methods

Selmar's online learning portal is a one-stop-shop where learners can access all of their learning material in one place, anywhere, anytime. Students can share ideas and experiences with their peers, get real-time support from their trainer and track their progress along the way. Selmar's online learning portal is intended to compliment the face to face component of this course.

As learners arrive in the portal the first time, all of the clusters for their course will be locked and collapsed. They will still be able to scroll down and view each cluster and read their descriptions, however it is not until they have commenced their training after their online induction will they have access to the first two clusters. Each cluster is made up of a number of learning and assessment activities for the learner to complete.

Learning activities on the online learning portal include:

- **Introduction eLearning module**: the eLearning module will provide the learner with a basic introduction to the topics they will learn about in each cluster. Each eLearning module should take approximately 45 minutes to complete.
- **Research and reflection tasks**: Each cluster will also include a number research and reflection tasks for the learner to complete to deepen their understanding of the cluster's topics and to enhance their learning experience. It's up to the learner how many of these tasks they choose to complete.
- **Quiz**: The quizzes are used to assess the learner's knowledge in the topics they have learnt through the readings, research and reflection tasks and through any other learning the learner engages in.
- **Projects:** A project will typically involve research, reflection and reporting on a certain topic in a cluster. These can be complete in the learner's own time and require the learner to gather evidence and upload to the LMS for marking.
- **Workplace/placement assessments**: These assessments need to be completed by the learner in their placement organisation. They will involve the learner working with children, families and other educations in their service and gathering the relevant evidence. The learner will upload th assessment to the LMS to be marked.
- **Workplace/placement observations:** The assessor will observe the learner and record their comments in an Observation booklet.
- **Supervisor observation checklist:** Where an assessor is unable to complete an observation of a learner placement organisation, they can nominate a supervisor to complete the observation on Selmar's behalf.

Student engagement

Selmar provides an online learning experience that is engaging and interactive. All online learners undertake an induction where they are guided by their trainer through the online portal to understand how to use and also submit assessments.

Trainers monitor the learner's participation and ensure that they continue to progress through your course. The trainer maintains regular monthly contact with the learner and may contact the student via email, phone or on the online learning portal via the discussion and notes section.

The expected study time will vary depending on the cluster the student is completing. Selmar Institute of Education has estimated the amount of hours each learning and assessment activity should take to complete, this is outlined to the student at the beginning of the activity online as part of the instructions to the learner.

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- Collaborative learning opportunities will be provided so that you can interact with peers, through discussion forums.
- webinars
- Phone
- Email
- Discussion groups
- Workplace/placement visits

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion forums
- in response to individual queries and in relation to tasks you complete

We will contact students who have not logged on within 1 month of the course commencement date.

Students who have not logged on within 1 month of the course commencement date that do not reengage after 3 attempts at contact will be deemed to have withdrawn from the course.

When the learner is on placement, the trainer will visit them in their placement organisation to provide support and to conduct observations.

Trainer and assessor details

All Trainers/Assessors employed to deliver training and assessment on behalf of Selmar must maintain their industry currency and professional development for all qualifications they deliver and assess. Trainers/ Assessors must also maintain their Vocational Education and Training (VET) currency and professional development.

All Trainers and Assessors involved in online delivery have undertaken and maintain professional development in online delivery.