Online/Distance Learning Service Standards

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catalyst training & disability services may, from time to time and as is necessary when face-to-face training is not possible (e.g., during restrictions imposed during COVID19 Pandemic), deliver distance training to students via online platforms (e.g., Zoom or Microsoft Teams). catalyst training & disability services is committed to providing a quality learning experience for students studying via distance learning. These Online/Distance Learning Service Standards explain our commitment to you in key areas.

Student support

catalyst training & disability services will provide the following support to students studying any aspect of their course by distance Learning:

Trainers/assessors
- Skills First Trainers are available for queries about learning and assessment by phone and email between 2 p.m. to 4.00 p.m. Monday to Friday and during the virtual class for the duration of the program/unit.
- Will reply to queries within 24 hours.
- Assessments will be marked within 7 business days of submission.

Administrative Support
- Available by phone and email between 9:00 a.m. and 5:00 p.m. Monday to Friday. The office number is 03 9038 9292; email office@catalysttds.com.au.
- Will reply to queries within 2 business days.

Technical queries or support
- Available via phone (03 9038 9292) or email (office@catalysttds.com.au) between 10:00am and 4:00pm Monday to Friday and during the virtual class.
- Will reply to queries within 2 business days.

Note that technical support is not generally available on Saturdays, Sundays or Public Holidays.

Student Entry Requirements and Induction

catalyst training & disability services conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for your individual needs.

We will also conduct a specific assessment of your digital literacy by:
- Asking you to do a self-assessment quiz as part of the Pre-Training Review
- Talking to you about the outcomes of the quiz and making recommendations about whether the program is suitable for you and identifying any additional support where required.

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To participate in distance learning you will need to have the following:
- Computer, laptop or tablet – note that distance learning is not available via phone
- Microphone and speakers
- Internet access for the duration of a class/session

If you do not have the equipment needed, catalyst training & disability services may be able to assist you with this.

Distance Learning classes are conducted in Zoom or Microsoft Teams.

Learning Materials

catalyst training & disability services ensures that learning materials used in distance training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion in a virtual classroom

Learning materials including program information and work sheets will be posted to each student before the scheduled class, with enough time to ensure that the materials arrive before the class commences.

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

Student Engagement

catalyst training & disability services provides a distance learning experience that is engaging and interactive. We 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 in a virtual classroom

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

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We will contact you if you have not logged in within 2 weeks of the commencement of distance learning (unless you have contacted us to say you will be absent).

You will be deemed to have withdrawn from the program if you:
- have not logged in within 4 weeks of the distance learning commencement date; and
- after making 5 attempts at contact, you do not reengage with us.

Mode And Method of Assessment

Different forms of assessment may be used for and within each unit of competency. Current assessment tasks may be adjusted if required to suit the temporary distance learning.

Forms of assessment will include:
- Questions and answers (verbal and written)
- Demonstration of practical skills
- Projects
- Case studies

Where students are asked to demonstrate competency in practical skills, video technology may be used.

Trainers and Assessors

All trainers and assessors delivering distance learning at catalyst training & support services have been provided training and/or have undertaken professional development in distance delivery, which includes:

- formal training in online delivery
- informal training in working in a virtual classroom
- participation in staff group of online trainers and assessors, who meet and share ideas for improvement

Trainers and Assessors have access to technical support through the Student, Trainer & Administration Manager.

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