

Learner support

catalyst training & disability services provides support to learners studying any aspect of their course by distance learning in a virtual classroom:

Trainers/assessors

- Learners can seek support during weekday hours from the Student, Trainer & Administrative Manager. Trainers/Assessors are also available during the virtual class for the duration of the course/module.
- Assessments will be marked within 10 business days of submission

Administrative Support

- Available by phone (039038 9292) and email (office@catalysttds.com.au) between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 2 business days

Technical queries or support

- Available via phone or email between 9:00am and 5:00pm Monday to Friday and during the virtual class
- Every effort will be made to assist with technical issues at the time of the query. Queries that require longer solutions will be provided with a response or update within 5 business days

LEARNER 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. This includes an assessment of your digital literacy.

For Distance Learning, we will also conduct a specific assessment of your digital literacy to determine if you have the skills, equipment and support to engage in Distance Learning.

You will need to have access to the following:

- Computer or laptop or tablet
- Microphone and speakers
- Internet access – this must be dedicated time for up to 6.5 hours.

Note that we do not encourage you to use a mobile phone for distance learning.

If you do not have the equipment needed, talk to the Student, Trainer & Administration Manager at catalyst training & disability services on 03 9038 9292.

Distance Learning classes are conducted via Zoom or other online platform such as 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 virtual classroom

Wherever possible, learning materials will be posted to you before your class, with enough time to ensure that the materials arrive before the relevant class commences.

LEARNER 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 course.

Collaborative learning opportunities will be provided so that you can interact with peers, through a virtual classroom (teaching and discussions)

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 phone learners who have not logged on after the starting time of each class, unless you have contacted us to say you will be absent.

MODE AND METHOD OF ASSESSMENT

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

Forms of assessment will include:

- questions and answers (verbal and written)
- demonstration or observation

Where learners are asked to demonstrate competency in practical skills, video technology may be used (e.g., on a mobile phone).

TRAINERS AND ASSESSORS

All trainers and assessors delivering online/virtual courses at catalyst training & support services have received training and have undertaken professional development in distance delivery, which includes:

- training in virtual classroom (either formal or informal)
- participation in staff group of online trainers and assessors, who meet and share ideas for improvement
- access to tech support