

# ONLINE SERVICE STANDARDS

## Master Builders Association of Victoria

Master Builders Association of Victoria offers a range of courses that are being delivered online due to Coronavirus pandemic. We are committed to providing a high-quality learning experience for students and these online service standards explain our commitment.

### STUDENT SUPPORT

Due to Coronavirus outbreak, all face to face training has been transitioned to online virtual classroom sessions. The classes will be delivered in real time using ZOOM platform in virtual presence of a trainer using this technology

The online portal used by Master Builders Association of Victoria for assessment submission is called the Learning Management system (LMS). Master Builders Association of Victoria will provide the following support to students studying partly or wholly online through ZOOM and LMS portal:

#### ***Trainers and Assessors***

- Will be available to respond to queries via email or directly on ZOOM and the Learning Management System (LMS).
- Email contact details will be provided to students upon enrolment and are made available on the Learning Management System.
- All enquiries submitted to trainers will be responded either during the ZOOM session or within 24-48 hours.

#### ***Administrative Support***

- Will be available for queries via email or phone between 8:00am and 4:00pm, Monday to Friday.
- An afterhours messaging service is also available.
- Phone number and email address is provided in the Student Handbook.
- Enquiries will be responded to within 24-48 hours.

#### ***Learner Support***

- Will be available 9:00am to 4:00 pm, Monday to Friday via phone or email.
- Phone number and email address is provided in the Student Handbook.

- Enquiries will be responded to within 24-48 hours.

### ***ZOOM platform***

Before commencing your program, you will be informed about the ZOOM platform and the process of delivering classes virtually. Any support required by you will be identified at the time of the enrolment. Extra support will be available to you from our admin staff, the trainers as well as our Learning Support team before and during the session in case its requested by you.

### ***Learning Management System***

Before commencing your program, a tutorial workshop will be provided by the Learning Support Team on the use of the Learning Management System. This workshop will issue you with your username and password and provide the following information:

- Accessing your learning materials online
- Downloading your assessments
- Naming your assessment documents
- Submitting your assessments online
- Checking your results and feedback online.

Any concerns with using the LMS can be addressed by contacting the Administrative Support or Learner Support.

## **STUDENT ENTRY REQUIREMENTS AND INDUCTION**

Master Builders Association of Victoria has certain entry requirements to ensure that you will be able to undertake and be successful in your course. These include:

- Confirmation of digital literacy. A Learning Support Consultant or Learning and Enrolment administrator will schedule meeting with you to conduct a pre-training review via phone. This is designed to measure your language, literacy, numeracy and digital ability to ensure that you are ready to study online.
- Details of digital requirements for accessing the ZOOM and LMS. You will be required to have access to a tablet or computer software with webcam facility, speaker and mic. You will also be required to have a stable internet connection.

## **LEARNING MATERIALS**

The learning materials presented on the Learning Management System are presented in several formats including:

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- Learner Guides in pdf format containing information relating to the unit.
- Assessment Tasks in pdf format.
- Building site plans where applicable.
- Images and photos of building sites and other material relevant to the unit information.
- Videos with audio are also imbedded within the content.

The learning materials have been mapped to ensure that they cover the full aspects of a unit of competency to ensure you gain all information required to achieve a satisfactory outcome.

Master Builders Association of Victoria takes its responsibility regarding access and equity seriously. We endeavor to provide reasonable adjustment for students who are unable to access their learning materials online.

Learning materials may be provided in hard copy form to the student to support the training delivery.

### STUDENT ENGAGEMENT

Master Builders Association of Victoria acknowledges that online learning via ZOOM platform and LMS can often feel remote and ineffective. Because of this, a student may begin to lose motivation and progression through your course may slow down. Master Builders Association of Victoria recognises that it is therefore important to ensure that students feel connected through interaction with each other and their trainer. It is also necessary to provide regular contact and monitoring to ensure you maintain your progress in line with your timetable.

We do this by:

- Scheduling timetabled ZOOM sessions.
- Providing regular scheduled chat sessions with other students and the trainer.
- Online question forums between students and/or trainer.
- The Administration support team will monitor student interaction with the LMS and assessment submissions according to due dates. Reminders are sent to students one month prior to the assessment due date and will contact your trainer if you wish further support. Your trainer will also contact you a week or two before your assessment due date. You may also be offered the opportunity for additional one-on-one ZOOM tutorials or negotiation of extensions where valid circumstances apply.
- You will also be asked to provide feedback on all aspects of the LMS and ZOOM and any other training or assessment processes. You have the opportunity to provide confidential feedback to the Executive Manager, MBTI who can be contacted via phone between 8:00am and 4:00pm Monday to Friday.

### MODE AND METHOD OF ASSESSMENT

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Assessment against each unit of competency guarantees that all aspects of the unit have been addressed. This is ensured by regularly validating the learning materials to determine if the most current technology is being incorporated in your training and final assessment.

Assessment methods differ depending on the unit of competency being assessed but may include:

- Knowledge questions
- Portfolio of evidence demonstrating your skills
- Case studies
- Demonstration of practical skills. Where students are asked to demonstrate competency in practical skills, video technology may be used.

### **TRAINERS AND ASSESSORS**

Trainers and assessors contracted with Master Builders Association of Victoria are all actively involved in the building industry. Each trainer and assessor hold all relevant qualifications as required by the regulated standards (Standards for RTO's 2015).

All trainers and assessors delivering online courses at Master Builders Association of Victoria have undergone training in the use of ZOOM and the Learning Management System platform and have their own Information Technology support helpdesk who can assist with any issues that arise on the platform.

All trainers are required to undertake at least one Professional Development session per year on delivering online training.

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