Laurels Education and Training (LET) offers a range of courses that can now be delivered partly online in a blended format. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment in key areas.

Student Support

LET 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 to 3.00 pm on your normal class days for the duration of the course
- Will reply to queries within 48 hours and return assessments to students within 2 weeks
- There will be a maximum of 16 students to each trainer/assessor for each course

Administrative Support

- Available by phone and email between 9.00 am and 4.00 pm Monday to Friday
- Admin will reply to queries within 48 hours

Support Services

- Students have access to a space at LET between 9.00 am and 3.30 pm Monday to Friday for study purposes

Student Entry Requirements and Induction

LET conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate to their individual needs. This includes an assessment of digital literacy by:

- Conducting a Language, Literacy and Numeracy (LLN) test
- Completing an enrolment
- Completing a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the program is suitable and identifying additional support where required

Learning Materials

LET ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums and webinars

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

LET provides a blended learning experience using both face to face and online training that is engaging and interactive. We will monitor your participation and ensure that students continue to progress through the course

Collaborative learning opportunities will be provided so that you can interact with peers, through

- Discussion forums
- Work groups
- Webinars

Ongoing feedback will be provided through:

- Interaction with trainers/assessors in informal discussion forums
- In response to individual queries and in relation to the tasks completed

LET will contact students who have not logged on within 2 weeks of the course/unit commencement date.

Students who have not logged on or made contact within one month of the course/unit commencement date will be contacted again with a view to withdrawing them from the course.

Students who have not logged on and/or not responded to attempts to contact within one month will be withdrawn.

Mode and Method of Assessment

A minimum of two forms of assessment will be used for each subject.

Forms of assessment will include:

- Knowledge questions
- Projects
- Case studies
- Demonstration of practical skills

Demonstration of practical skills will be conducted face to face, however, should face to face demonstration of practical skills not be available due to restrictions, video technology to demonstrate competency in practical skills will be undertaken.

Skills First Teachers

All trainers and assessors delivering online components of accredited training at LET are experienced in online delivery and have undertaken professional development in online delivery.