

GBCA ONLINE SERVICE STANDARD

Global business College of Australia (GBCA) is committed to provide online training and assessment according to required ASQA standards. These services are provided by the Information Technology (IT) systems, and support of dedicated IT team, IT skilled Trainers and Training Support officers. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to you in key areas.

1. Online training experience and student support

GBCA trainers are competent to provide training in all formats; Online, hybrid and face to face to international and skill first students. Trainers are trained to use the Moodle and zoom applications and provide support to students. At the time of new trainer's induction, professional development session and later IT support is provided to all trainers, on need basis. GBCA organise meeting session with all trainers at the beginning of each term to discuss and provide training to all trainer for the new policies and procedures.

1.1 Interaction and engagement in the online environment

GBCA online and hybrid classes are offering interactive participation for students. The classroom activities are designed to provide the opportunities to collaborate with peers online. Trainers interact and create participative environment for students in the online classroom and provide ongoing feedback in the informal discussion and on the completion of the tasks in the activities. GBCA facilitate and ensure the student progression by creating a support environment with help of trainers and training offices. Training progression is monitored by the training officers by reviewing the scheduled reports generated by the Moodle and manual reports from the RTO Manager. Training officers take timely corrective actions and recorded, for the smooth progression of students.

- Skills First Teachers:
 - available for queries about learning and assessment during Zoom training sessions (at least one session of a minimum of three hours per week) and by email and unit forum for the duration of the program/subject.
 - For queries outside of the zoom session, will reply within 48 hours and provide feedback for assessments to student within 7 days.

- Student Support facilitation and Improvement

The student progression is facilitated by active online contacts by Training Officers using; zoom meetings, WeChat and emails. Training officers identify the students if progress is inconsistent. The training officers and trainer contact students by email and phone applications like WeChat and update progression. Customised training can be organised to fulfill the needs of the students.

Students are supported through out the study period; they can contact their trainers by email and WeChat applications. GBCA provide following support to contact Training Officers, IT services and relevant department for the assistance and help.

Student Support Contact List

GBCA Student Support 9am-5pm Mon-Fri	(03) 9041 3050	Academic Matters: VETAdmin@gbca.edu.au Non-Academic Matters: studentservices@gbca.edu.au
Enquiries on Education Opportunities	(03) 9041 3050	enquiry@gbca.edu.au
IT Support (10am - 4pm Mon-Fri)	(03) 9041 3050	itsupport@gbca.edu.au
Career Centre	(03) 9041 3050	careercentre@gbca.edu.au
Counsellor via Zoom / in person (By appointment)	N/A	counsellor@gbca.edu.au
Library Services	(03) 9326 9677	library@gbca.edu.au
OH&S Issue	(03) 9041 3050	OHS@gbca.edu.au

- These services are available on phone and email: 9:00 am to 5.00 pm Monday to Friday.
- GBCA will reply to the queries within 48 hours.
- GBCA have good collection of books in the library, books can be searched and reserved online to collect 9.00 am – 5.00 pm.
- Video conferencing (Zoom meetings) sessions with students can be organised based on the requirements.

2. Student's entry requirement and Induction

GBCA conducts comprehensive pretraining review (PTR) for all potential students to identify the student needs, digital capacity, and ability to complete the program.

During the PTR process, GBCA may require students to undertake the digital skills test to confirm their digital literacy.

An online interview is conducted in some cases to strengthen the outcome of the PTR process.

A comprehensive orientation program is conducted with the new students via video conference. Students who missed the orientation can access the orientation recordings and induction information via Moodle. The Training officers train students to use the Moodle and train to access Zoom meeting.

3. GBCA online learning platform and tools

The GBCA is offering online, hybrid; online and face to face, and face to face only, training to cater all segments. The online and hybrid facilities are offered to students by using the following tools:

- Moodle: Online learning Management System
- Zoom: Meeting Application for the classroom

3.1 Moodle

Modular Object-Oriented Dynamic Learning Environment (Moodle) is a learning management system which provides an integrated and secure platform to students, trainers, and training support officers. Users can access the resources, interact with each other, and provide feedback online and offline.

Users can remotely login by electronic communicating devices; Mobile smart phone, Tablet, laptop, and desktops.

A quick video guide for students "GBCA Moodle instructions to Students" is available at: <http://ecs.gbca.edu.au/moodle/mod/book/view.php?id=1771>, which provides instruction and user experience to students to learn this application.

3.2 Zoom

Zoom is a meeting software application for the online workshops and classrooms. The students are invited to join the classrooms at pre-scheduled time. This application can be accessed by smartphones, laptops, and desktops. The schedule of each class and login details are provided to students by emails and published on the Moodle for easy access. The recording of each session is uploaded on GBCA one-drive in the cloud which can be accessed by the students using the link available on the Moodle.

Minimum requirement to access the Moodle and Zoom Meeting applications

GBCA recommend following minimum requirements for the students to access Zoom applications either using smart mobile phones or computing devices:

- *Apple running iOS version 8.0 or later.*
- *Android phone or tablet running version 4.0 or later. ...*
- *2.5 / 2.8 GHz dual-core Intel Core i5, i7 or higher desktop CPU processor.*
- *4 GB RAM Dual-bank RAM for better performance.*
- *Operating System: Windows Vista, Windows XP and later is recommended.*
- *Mozilla Firefox, Google Chrome, Internet explorer. For the best possible experience, it is recommended that users use the latest version.*

GBCA recommend following minimum requirements for the students to access Moodle applications either using smart mobile phones or computing devices:

- *Apple running iOS version 8.0 or later.*
- *Android phone or tablet running version 4.0 or later. ...*
- *Processor: 1GHz or greater*
- *Memory: 1GB RAM or greater is recommended.*
- *Operating System: Windows Vista, Windows XP and later is recommended.*
- *Mozilla Firefox, Google Chrome, Internet explorer. For the best possible experience, it is recommended that users use the latest version.*

4. Online training, resources and assessment

GBCA provides online training, learning resources and assessments for trainers and students, under the scope of National Training Packages and according to the standards of Australian skill Quality Authority (ASQA).

4.1 Online resources

These resources provide comprehensive knowledge and information to the students and can be accessed at any time and any place by using the remote unique login. The trainer uses these resources in their online workshops and classes to cover all aspects of the subject and help students to develop the skills to achieve the competency of the unit. Students can download these resources to their local device for further study offline.

Following learning resources for students are available on the Moodle, depending upon the qualifications and unit of study, as applicable:

- Power points
- Study guide / textbook
- List of resources
- Audio / video visuals and recording of the previous sessions.
- Assessments

Following training resources are available for the Trainers online at Microsoft one-drive and Moodle

- Mapping of the unit of competency
- Lesson Plan
- Study guide / textbooks
- e-books
- Assessment marking guide

4.2 Online Workshops

Global business College of Australia (GBCA) is committed to provide online training and assessment, by offering programs either online, hybrid; online and face to face, and face to face only. The GBCA is offering these programs according to the training package's standards and to cater the needs of all segments. The recording of the online and hybrid classes is available for the quick access to students, which is extremely valuable to repeat the learning experience.

4.3 Online assessments

The assessments are available online on the Moodle and can be accessed and downloaded to local devices to work offline. Theoretical part can be completed offline and uploaded on the Moodle for the trainer to assess and give feedback. However practical work is demonstrated in the online session using the Zoom meeting application. The Assessor interact and provide online feedback to students either using the Moodle, online classroom session or by email. Trainers provide the feedback after one week of submission.

4.4 Skills first teachers

All trainers and assessors delivering online programs at GBCA are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Participate in formal training sessions
- Participating in professional development, moderation of online assessment sessions of online trainers and assessors who meet and share ideas for improvement.