Online Service Standards

Cire Training utilises Google Classroom as a tool for sharing course resources and for submission of assessment tasks. In addition, students who miss classes for a unit may be provided with the resources that were used in class to enable them to catch up.

Cire Training is committed to providing a quality learning experience for students and these online service standards explain our commitment to students in key areas.

Student Support

Cire Training will provide the following support to students in the use of Google Classroom.

Trainers:
- Will be able to answer questions during the scheduled face to face classes for each unit
- Will be available to assist students with Google Classroom at a mutually scheduled time
- Will have a maximum of 20 students to each trainer.

Administrative/Technical Support:
- Will be available by phone Monday to Friday 9am – 5pm.
- Will be reply to queries and requests for technical support within 48 hours.

Support Services:
- Face to Face study support is available outside of class hours, via appointment.
- The Training Manager and Manager, Student Services are available by appointment to discuss any concerns or requests for additional support.
- All students are eligible to attend pre-accredited courses including Tech hub, English 101 and small study groups to help support them.

Student Entry Requirements and Technical Requirements

Cire Training conducts a comprehensive Pre-Training Review for all prospective students to determine whether the course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your digital literacy, by:
- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required

All students are required to use the Google Classroom platform to access course resources and for submission of assessments tasks. The following are the minimum information technology requirements to enable optimal access to Google Classroom:
- A device with a minimum of 5GB memory and 1Ghz processor
- Microsoft Windows 8 and above or Mac OS version 10 and above

Web-based content is available on hand held devices including mobile phones and tablets.

An introduction to how Google Classroom works can be found at
https://support.google.com/edu/classroom/topic/7175284?hl=en&ref_topic=6020
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The minimum system requirements are as follows:

iPad Device
Minimum recommended device is an iPad3/iPad mini retina running on iOS 8
iPhones are not recommended with this app

Android Device
Minimum recommended device is a Galaxy Tablet 10″ running on Android OS 5
(Lollipop)

PC / Laptop/ Tablet (Running Microsoft Windows)
Minimum recommended device is an i3 processor with 4GB of memory, 250GB of free
disk, and a screen resolution of 1280 x 1024 running on Windows7 or above

MAC device (Running MAC OS)
Minimum recommended device is an i5 processor with 4GB of memory, and 200GB of
free disk, running on Apple Mac 10.11 (Maverick)

Browser Reader version
Minimum browsers include Internet Explorer-10, Internet Explorer -11 (Edge format),
Google Chrome-37 and above, Firefox-32 and above, and Safari-5.1 and above.

Learning Materials

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

- Guided content
- Graphics
- Video
- Audio
- Quizzes
- Interaction through discussion forums

Student Engagement

Students need to be regularly engaging in their course to be able to successfully complete
their qualification.

Cire Training promotes active engagement in courses and closely monitors students
engagement and participation by

- Checking attendance on a monthly basis
- Trainers report missed attendance to the Training Manager when a student has
  not engaged for 2 weeks
- Regular communication and follow up with students when a class is missed
- Monthly monitoring of assessment submission and timely follow up of non-
  submission of assessments

Feedback on assessment is provided to the student within 14 days of submission of their assessment. Where a student is Not Yet Satisfactory on their assessment, feedback will be provided and the student will have 14 days to resubmit.

Where a student disengages from their course, contact will be made by Cire Training. If after 2 weeks of unsuccessful contact, the student will be withdrawn.

Mode and Method of Assessment

The method of assessment for each unit will be a combination of at least two of the following:

- Demonstration/observation
- Written assessment task
- Work placement/practical tasks
- Third party reports

Written theory assessments are to be submitted via Google Classroom. All other assessments will take place in either the classroom or the workplace.

Trainers

All trainers delivering courses at Cire Training are experience in facilitating active learning and using the flipped classroom approach, whereby students complete the theory as self-paced learning and class time is spent in discussion, consolidating learning, practical work, and enhancing learning. In addition, the trainers have undertaken professional development to support students through the use of discussion forums, and in using the technology.

Trainers also undertake ongoing development, including participation in trainer meetings to discuss and share ideas for improvement of delivery.

Webinars

Cire Training is committed to ensuring that its training is flexible to meet the needs of individual learners. Where a course is delivered online, students have the ability to attend face to face training webinars facilitated by a trainer via Google Meet.

These webinars are scheduled by the trainer and students are given the link to attend the session. Webinars replace the face to face delivery on campus, however a variety of activities still occur throughout the webinar including

- Discussions
- Activities
- Delivery of content

Students are strongly advised to attend scheduled webinars to ensure that they are receiving the content required to successfully complete their unit.

Students can access Google Meet directly through their Google Classroom by clicking on the link provided by the trainer.