ONLINE SERVICE STANDARDS

Cultura Training offers a range of courses that are being delivered partially online. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

Student Support

Cultura Training 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 and 4:00 pm on your normal class days for the duration of the course/module.
- Will reply to queries within 48 hours and assessment will be returned within 10 calendar days.
- There will be a maximum of 20 students to each trainer/assessor for each course

Administrative Support

- Available by phone and email between 9:00 am and 5:00 pm Monday to Friday.
- Will reply to queries within 48 hours

Student Wellbeing Support

- Dedicated staff member to the engagement and monitoring of student wellbeing and continuous improvement.
- Available by phone and email between 9 am and 5 pm directly or via course trainer or our administration.

Student Entry Requirements and Induction

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

- Asking you to undertake a Language Literacy and Numeracy test
- Completing an online enrolment
- Asking you about your access to a computer or laptop and internet access as well as programs such as Microsoft Office
- Confirming your confidence and abilities using a computer and programs such as Microsoft Office
- Discussing the outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required.

Learning Materials

Cultura Training is a community-based training organisation, focused on diversity and equal opportunity and so have been practising flexible adaptive learning for our students from the beginning. Our content requires the use if Microsoft Office based programs and access to a computer and internet access. We ensure that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Interaction through discussion forums and webinars

- Video
- Audio
- Using Learner Management Software (Canvas)

These materials are adaptive and can be provided to students in different formats, styles and mediums to best serve our student's needs. Our Learner Management Software is regularly evaluated against the Web Content Accessibility Guidelines (WCAG) standards by its developers, the program also offers an accessibility test on uploaded content which ensures we are accessible and appropriate for all as per the Web Content Accessibility Guidelines.

Student Engagement

Cultura Training provides an online 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 discussion forums and webinars. Ongoing feedback will be provided as you study through interaction with trainers & assessors in informal discussion forums and in response to individual queries and in relation to tasks you complete.
We will contact students who have not logged on or made contact within one (1) month. Students who have not logged on within one (1) month and do not answer our attempts to contact them, will be withdrawn from study as per the Withdrawal Procedure.

Mode and Method of Assessment

Cultura Training employs a range of assessment modes and methods to best suit its students. We offer training in a combination of modes, blending classroom-based, online-based and traineeships wherever most beneficial to the student. As a student of Cultura Training you will experience some or all of the following assessment methods:

- Written questions
- Interview questions
- Case studies
- Projects/ assessments
- Observation Simulations
- Observation Demonstrations
- Third-party reports
- Work placement journal

When assessing practical skills, we utilise the tools and technologies best suited to our student's needs and abilities. These include photos, videos, recordings and simulated workplace environments using real tools and equipment from industry and using practical placement.

Trainers and Assessors

All trainers and assessors delivering online courses at Cultura Training are experienced in online delivery and have undertaken professional development to aid in the online delivery of their program. Trainers and assessors' skills and knowledge include:

- Working knowledge and understanding of programs (Canvas, Microsoft Office, Zoom, etc.)
- Supporting students in online learning
- Adapting to student needs
- Student Engagement when learning remotely.

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