Online Course Delivery, Monitoring And Support Policy

Rosehill College aims to offer students with an optimal education experience, equipping students with the skills and knowledge to achieve their career and academic goals. Rosehill College's Courses are offered through multiple modes of delivery, with units delivered through class-based face-to-face learning, practical learning, and online learning. We offer students flexible learning while ensuring that we continue to target student skills, knowledge and experience.

This policy and associated procedures and associated outline Rosehill College's approach to ensuring compliance with the *National Code 2018, Standard 6, particularly Standards 6.3, Standard 8, particularly Standard 8.18-8.22,* and includes flexible provisions to allow online learning while maintaining appropriate standards for overseas students to comply with student visa conditions.

This policy should be read in conjunction with the Monitoring Course Progress and Attendance Policy and Procedure.

This policy and associated procedures meet the requirements of Standards for Registered Training Organisations (RTOs) 2015, Clause 1.7 and1.8, the ESOS Act and the National Code 2018, Standards 6.3, 8 and 11.2.

Definitions

LMS: Learning Management System

Mode of Delivery: Classroom based face to face delivery with a trainer/ assessor (15 hours per week) and online structured and supervised learning and assessment (5 hours per week)

On-site learner support sessions: Rosehill College offers weekly face to face support sessions documented on student timetables. There is no need to book for these academic support sessions. The sessions assist students with any training and assessment queries or support requirements, as well as the navigation and use of the LMS.

Policy statements

Rosehill College delivers courses by multiple modes of delivery including online learning, face- to-face learning, and practical learning. Rosehill College does not deliver any course exclusively by online learning to students.

All qualifications are delivered partially online. The amount of time is listed in the course Training and Assessment Strategy and students are informed of the mode of delivery before enrolment.

Rosehill College may deliver up to one-third of the units of a course by online learning to students, and Rosehill College does not deliver more than 25% of the units of a course by online learning for international students.

In each compulsory study period of a course, students must study at least one unit that is not delivered by distance or online learning, unless the student is completing the last unit of their course.

Rosehill College has selected units to be delivered by online learning ("online units") where Rosehill College believes delivering the unit by online learning will satisfy the Unit Training Package requirements and Course Requirements. If a unit is not appropriate to be delivered by online learning, the unit will be delivered by an alternative mode of delivery.

Rosehill College Training and Assessment Strategies outline the amount of online learning and assessment for each course. This includes both face to face and online delivery modes.

For international students, there are generally 5 hours per week (75%) out of the mandatory 20 hours attendance per week delivered through the online mode of delivery via the LMS.

This provides students with a flexible learning strategy.

The units and tasks which have been chosen for online delivery are those subjects which Rosehill College feels can be delivered via online without compromising the integrity of the overall student outcomes.

Rosehill College continually monitors the progress of the students in both online and face-to-face classes to ensure all students have the maximum opportunity to progress through the course.

For any student who fails to meet course progress requirements normal Monitoring Course Progress and Attendance Rosehill College Procedures will apply. This may result in the student being reported to the Department of Home Affairs.

Procedures

1   Procedures for using the Learning Management System (LMS)

1.1   On the Student Orientation day all students are given their usernames & passwords.

1.2   Online support services email is displayed on the login page to solve any login issues, with support provided through Rosehill College Help Desk.

1.3   At Orientation students are guided through all functions of LMS. After login on the first page Students can see:

> o   Rosehill College LMS Guide for students and trainers

> o   Student Orientation Programme

> o   Delivery Timetable

> o   A list of all online units

> o   Instructions to student completing assessments.

2   Online Units: Learning Materials and Assessment

2.1   Online units will be delivered through the Learning Management System.

2.2   Learning and assessment materials for online units will be available on the Learning Management System. Most online units have the same structure but some will vary. Learning materials generally include:

- o Structured online activities week by week
- o Learner guide
- o Self-study guide
- o Student pack (simulated)
- o Trainer communications
- o Discussion forum
- o Assessment tasks including instructions and supporting documents
- o Practice exercises and activities

2.3 If any assessment tasks are to be completed online these will only include knowledge-based assessment tasks.

2.4 Skills assessment tasks such as observation or role play will be conducted in a face-to-face classroom environment on the date specified in the Unit Outline.

3   Monitoring Online Attendance

3.1 Students are expected to spend 5 hours online per week of online learning. This is included in the mandatory 20 hours of course time per week for international students.

3.2 Student engagement and the amount of time they spend in the LMS is monitored through weekly engagement data reports through the LMS.

3.3 Students must pass all assessment tasks within the unit in order to progress to the next unit of competency.

4   Online units: Student Support and Monitoring

4.1 IT Support, log in and password issues, and other technical issues students can:

Talk with the administration team

Talk with the trainer

4.2 For online learning and assessment support learners can:

- Talk with their trainer during class

- Use the chat or discussion forum function in the LMS

- Attend on-site learner support sessions conducted each week on the campus by a trainer. There is no need to book for these academic support sessions

4.3 Students are provided with an online timetable and other instructions which are uploaded on the LMS on enrolment.

5	Online Units: Monitoring Course Progress and Attendance

5.1 The Course Progress and Attendance Policy and Associated Procedures apply to all online learning and assessment.

Rosehill College will monitor student engagement and progress in online units in the same way as face-to-face attendance is monitored and recorded. Student login timesheets, time spent online, interaction with online learning materials (uploads, downloads and completion of non-assessable activities), and submission of assessments will be logged by the system.

5.2 Activity engagement reports will be provided to relevant academic and intervention staff on a fortnightly basis. This data forms part of the identification of students at risk as outlined in the Course Progress and Attendance Policy and Associated Procedures.

If a student fails to make satisfactory progress in an online unit, the student will receive a result of Not Yet Competent (NYC). Normal re-assessment and appeals policies and procedures will apply.

5.3 If a student is not engaging in the online course, Rosehill College will implement the intervention strategies as per the Course Progress and Attendance Policy and Associated Procedures.

6	Online units: Submission of Assessments Online

6.1 Assessment tools for online units are available in the Learning Management System.

6.2 As part of the assessment strategy as outlined in the course Training and Assessment Strategies, the assessment tasks that may be completed online are listed.

6.3 Students are required to access and submit assessments via the Learning Management Systems.

6.4 Rosehill College utilises an online software plagiarism checking tool.

6.5 The assessor reviews all submitted online tasks. If an assessor is unable to verify the authenticity of the student's submission they will need to gather additional evidence to confirm that the task was completed by the student. This may include oral questioning, comparison with in-class work samples, or observation.

7	Online Units: Simulated Workplace Environment

7.1 The online courses have been designed to incorporate realistic workplace scenarios. This is done through the use of case studies and online activities that are designed to replicate a workplace environment as outlined in the training package and in the Training and Assessment Strategy.

Responsibilities

The Academic Manager is responsible for ensuring students are supported in online learning and that progress for online learning and assessment is monitored and included as per the Course Progress and Attendance Policy and Associated Procedures.

The **Administration Manager** is responsible for the monitoring of LMS progress monitoring reports.