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|  | <b>PARADE COLLEGE<br/>RTO DIVISION TOID 40750</b> |
| <b>Online Service Standards</b>   |   |

## **PREAMBLE**

This policy is applicable to all online learning services Parade College offers to students enrolled in various courses including the VET programs.

Read this policy in conjunction with ASQA's guidance and resources for [Online Learning](#).

When delivering online learning, as with all delivery modes, Parade College – RTO Division will:

- Maintain compliance with [the Standards for RTOs 2015](#).
- Follow the [training package rules](#)

Background: Parade College has moved to providing an online learning environment for all students in response to COVID-19 and the relevant health directives issued by the Department of Health and Human Services, since the beginning of Term 2 in 2020. 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:**

Parade College will provide the following support to students studying with any aspect of their courses online:

#### Teachers:

- Are available to assist with enquiries about any aspect of a student's training and assessment via emails or Simon
- Will reply and respond to queries and questions within 24 hours, with feedback and marking on a fully submitted unit within 5 business days
- Additional support is available from the year level coordinators Teaching and Learning Help

Please refer to the relevant year level coordinator.

Administrative and IT support:

- The Parent Access Module provides information to assist parents with issues around learning from home
- Any additional support can be obtained by contacting the RTO office at [rto@parade.vic.edu.au](mailto:rto@parade.vic.edu.au)

Support services:

Please refer to the College counsellors for support at each campus

**Student entry requirements**

Parade College conducts an extensive interview for all prospective students to determine whether remote learning is suitable and appropriate for the student's individual needs. This may include assessing the digital literacy (digital skills) of the student, ability to study online as well as identifying areas that require additional support.

**Student online induction**

All students are provided with the opportunity to familiarize themselves with the learning platforms that are in place for remote learning. All students are supported to become competent in the use of SIMON and Microsoft teams.

Parade College uses the following tools to facilitate remote learning:

|                                |  |
|--------------------------------|--|
| SIMON                          | <ul style="list-style-type: none"><li>• Publication of lesson content via Class Tasks</li><li>• Publication of resources through 'Topic Resources' or Class Tasks</li><li>• Provision of feedback on class tasks and summative assessments</li><li>• Email to whole classes and families</li></ul> |
| Outlook                        | <ul style="list-style-type: none"><li>• Email to individual students or families</li><li>• Provision of feedback additional to Class Tasks (see below)</li></ul>   |
| Microsoft Teams                | <ul style="list-style-type: none"><li>• Delivery of short Face-to-Face lessons</li><li>• Provision of class materials, other than those published on SIMON (e.g. additional/ supporting documentation, etc.)</li></ul>   |
| One Drive                      | <ul style="list-style-type: none"><li>• Collaboration on documents between students and teacher</li></ul>  |
| One Note                       | <ul style="list-style-type: none"><li>• Collaboration on documents between students and teacher</li><li>• Distribution of class notes and materials</li></ul>  |
| Nash Learning Centre resources | <ul style="list-style-type: none"><li>• Available via SIMON 'school links'</li><li>• Vetted, subject/topic specific resources that can be linked to students</li></ul>   |

The school laptops provided, meet the technology requirements to ensure optimal access to the LMS and other tools. Internet access for remote learning is required.

## Learning Materials

Parade college ensures that all learning materials are interactive and presented in a variety of formats, using the following tools

|                     |   |
|---------------------|---|
| Edrolo              | <ul style="list-style-type: none"> <li>• Links sent for class teaching</li> <li>• Used for review and reinforcement of content</li> <li>• Can be used for formative assessment &amp; feedback</li> <li>• Textbook (where applicable)</li> </ul>                                       |
| JacPlus             | <ul style="list-style-type: none"> <li>• Textbook resources, activities, questions, etc.</li> <li>• Setting class activities</li> <li>• Online content, quizzes, tests, etc.</li> <li>• Data for formative assessment</li> </ul>  |
| Education perfect   | <ul style="list-style-type: none"> <li>• Online content, quizzes, tests, etc. can be set per lesson/week</li> <li>• Stock content or teacher-generated content</li> <li>• Data for formative assessment</li> <li>• Revision materials</li> </ul>                                      |
| Click View          | <ul style="list-style-type: none"> <li>• Age appropriate, curated video content that is easy for students to stream.</li> <li>• Teachers can make interactive lessons, or utilise community generated content.</li> <li>• Links can be sent to students for ease of access</li> </ul> |
| Stile               | <ul style="list-style-type: none"> <li>• Textbook resources, activities, questions, etc.</li> <li>• Setting class activities</li> </ul>   |
| Know, worship, love | <ul style="list-style-type: none"> <li>• Textbook resources, activities, questions, etc.</li> </ul>   |

Parade college is committed to providing online learning and assessment content that is perceivable, operable and understandable by the broadest possible range of students and compatible with a wide range of technologies both present and in the future.

## Student Engagement

Parade College provides an online learning experience that is both engaging and interactive. Scheduled Live lessons will happen during timetabled class time and will last approximately 15 minutes.

These lessons will be conducted using Microsoft Teams. Live lessons are intended to support independent learning and provide an opportunity for students to clarify understanding and discuss ideas with their teacher and peers. Live lessons will not take place every period. Your son's teachers will inform him via email or through his class Teams page of when he is required to participate in a Live lesson. Your son can expect to participate in Live lessons for approximately 50% of timetabled class time per subject, per cycle.

When students are not participating in a Live lesson, students will be completing independent learning. Work to be completed during these times will be available to students on SIMON under Lesson Plans, and to families through PAM. Lesson Plans may last for a single period, or for several periods, depending on the subject and content. Instructions will be clear and will direct students to the resources they will require to complete work. Students may be required to upload parts of their work through SIMON so that teachers can monitor progress and provide feedback. This will be done through Class Tasks. Teachers will be available online during all

timetabled lessons to assist students as required. Students are encouraged to contact their teacher if they require assistance.

### **Mode and Method of Assessment**

A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment could include:

- Knowledge questions
- Projects and assignments
- Case studies
- Demonstration of practical skills
- Portfolios

Where students are asked to demonstrate competency in practical skills, technology may be used such as, screen sharing, video recordings, virtualized environments.

### **Teachers**

All trainers and assessors delivering online courses at Parade College have undertaken professional development and training in online delivery which may include:

- Professional Development in relation to Online Facilitation
- Internal Training on how to manage, administer, and facilitate online delivery through Microsoft teams platform.

### **Prevention and mitigation of data breaches and cybersecurity incidents**

At Parade College - RTO Division, we prioritize the prevention and mitigation of data breaches and cybersecurity incidents to protect sensitive information and uphold the privacy and security of our operations. This section of the policy outlines key strategies and guidelines for all employees and students to ensure a secure digital environment.

#### Cybersecurity awareness:

1. **Staff training:** Improving staff awareness of cyber security issues and threats is a priority. All employees should undergo training in cybersecurity systems and plans.
2. **Awareness programs:** The IT Department will design and implement cybersecurity awareness programs for all employees to stay informed about current threats and best practices.

#### Password safety:

1. **Password reset:** Users (including students) are required to periodically reset their online portal access passwords to reduce the risk of credential compromises.
2. **Password complexity:** Passwords should meet length and complexity requirements to minimize the risk of brute-force attacks.
3. **Login lockout:** Implement a lockout for multiple failed login attempts.
4. **Password reset after compromise:** In case of credential compromise, passwords should be reset immediately.

5. **No reusing passwords:** Users must not reuse the same password across critical and non-critical services, nor share passwords between services.
6. **Use of passphrases:** Encourage the use of passphrases that are not based on simple dictionary words or personal information to reduce the risk of password guessing.
7. **Unique password patterns:** Users should ensure new passwords do not follow a recognizable pattern.

Software system safety:

1. **Multi-factor authentication:** For all remote access and privileged actions, multi-factor authentication is mandatory to enhance security.
2. **Account activity monitoring:** Keep an eye out for unusual account activity and suspicious logins.
3. **Credential entry caution:** Users should exercise caution when entering credentials, verifying the legitimacy of forms and not clicking links from unknown sources.
4. **Software updates:** Ensure that operating systems, browsers, and plugins are up to date with the latest security patches.
5. **Anti-virus protection:** Enable anti-virus protection to guard against malware that can compromise security.

Child Safety during online studies:

1. **Supervision:** Children undertaking online studies must have appropriate adult supervision to ensure their safety during digital activities.
2. **Internet safety education:** We will provide internet safety education to students, parents, and trainers/assessors to promote safe online behaviours.