



**PARADE COLLEGE
RTO DIVISION TOID 40750**

Online Service Standards

PREAMBLE

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.

Additional support resources are available

- for students https://www.parade.vic.edu.au/Covid-19_Update_Students.aspx
- For parents https://www.parade.vic.edu.au/Covid-19_Update_Parents.aspx

A. 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 coordinators

Teaching and Learning Help

- Years 7 – 9 – Mr Petruccelli – maurice.petruccelli@parade.vic.edu.au
- Year 10 – Mr Fahey – paul.fahey@parade.vic.edu.au
- ERPP – Mr Nicholls – john.nicholls@parade.vic.edu.au
- VET Subjects – Mr McKay – tony.mckay@parade.vic.edu.au

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 pamsupport@parade.vic.edu.au

Support services

- Counsellors are available at each campus
Bundoora
Bodkin House - - Mrs Sharon Muir – sharon.muir@parade.vic.edu.au
Hughes House - Mr Damian Mahony – damian.mahony@parade.vic.edu.au
Lynch House- Mrs Genevieve O'Connor – genevieve.oconnor@parade.vic.edu.au
Treacy House - - Mrs Annette Magro – annette.magro@parade.vic.edu.au
Preston
Mrs Courtney Baglin – courtney.baglin@parade.vic.edu.au

B. Student online induction

All students were provided at the end of Term 1 with the opportunity to familiarize themselves with the learning platforms that are in place for remote learning. All students are competent in the use of SIMON and Microsoft teams.

Parade College uses the following learning management systems (LMS)

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

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

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

Parade college is committed to meeting the principles of the Web Content Accessibility Guidelines V2.0 by 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.

D. 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.

E. 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, virtualised environments.

F. 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.