

# Our Service Standards (Includes online training)

## Support for students

### Trainer/Assessors

Students need to attend a class each week for the duration of face to face classes. Trainers are available for questions and additional help offered at the end of class. Any queries sent to trainers by students via email will be answered within two business days. Students that have assessments that are submitted will be marked by the trainer according to the marking guidelines. An email will be sent and help offered via a one on one session with a trainer for assessments deemed not yet competent.

### Student Support Services

One-on-one sessions may be available after your scheduled classes – please confirm these with your trainer prior to the session commencement. Trainers are available for 30 minutes post class, any additional support may be at your own cost.

### Office Administration Team

The administration team located at our head office 62-64 Little La Trobe St, Melbourne are available from Monday – Friday 9am – 5.00pm (public holiday excluded) for any queries the student may have in relation to their class or course. The team are always willing to assist as much as we can.

## Entry requirements & induction

During our enrolment process, students are required to complete a Pre-Training review. This document outlines the literacy and numeracy requirements necessary to complete the courses offered. This form will also determine their digital literacy. As part of the enrolment process the trainer/assessor will mark this document and assess the student's eligibility to complete the course on the day of enrolment. The pre- training review will indicate if they need additional learning requirements.

Course assessments are handed out by the trainer in class time. Students can access useful links and materials via our website, to assist with completion of assessments. Some courses require specific textbooks to undertake the course, the cost of these are included in your enrolment fees.

Some qualifications will require students to complete some units within their qualification via Canvas (our new online learning platform). Students will be able to contact their trainer via the program or call the office if they require any assistance in navigating through this program.

An internet connection is required to operate Canvas, students have access to free wifi on campus and laptops are available for use upon request. Students are able to bring their own devices if they wish.

## Learning materials

There are a number of ways in which our course material is presented including:

- Interactive role plays
- Class discussions
- PowerPoint presentations
- Videos
- Guided content

This ensures we cover all of the different learning styles.

## Student engagement

If a student is absent for a class they will be emailed by our office with directions on how to make up the class missed. There is a timetable accessible to students on our website however students are encouraged to keep in regular contact with their trainer and the office if they are unable to attend class. We aim to make it as easy as possible for students to complete the course by ensuring regular contact regarding their course progression.

Regular, detailed feedback is given by trainers in class to students in relation to their class participation and assessments.

### **Mode and method of assessment**

- Written (includes short answer multiple choice, projects and case studies)
- Practical simulation/demonstration/role plays
- Oral questions

There is a written assessment for every unit of competency that will need to be completed at home. Some assessments will cover multiple units. The assessments required for each unit are listed on each student training plan.

For some courses students will be required to complete a practical placement – these specific qualifications cannot be deemed completed until the placement requirements have been satisfied.

### **Trainers and assessors**

All trainers and assessors working for MCFE hold a formal qualification in Training and assessment.

Each trainer is required to complete regular professional development which is tracked by our organisation.