Stirling Institute of Australia Pty Ltd

Online Service Standards

Stirling Institute of Australia (SIA) offers predominantly face-to-face classes however, in case of necessity (e.g. COVID lockdown or any other emergency that will prevent the institute from running face-to-face classes), we are committed to providing the same level of high quality experience for the students attending virtual classes via the use of Zoom.

How to connect to virtual class

Your Student Support Officer will send you your Zoom connection link, and any relevant Meeting IDs or passwords, to you the day prior to your class. This will be sent via SMS and email.

When you get the link, click it and follow the connection directions. Clicking on this link and completing the personal details, acts as your virtual roll call for the class. If you have never used Zoom before, you may want to read some starting tips (https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac).

How virtual classes are delivered

Your relevant trainer will deliver dynamic and engaging classes using Zoom. There will be a range of delivery methods and styles during these classes.

This may include:

- Sharing their screen to show you PowerPoint slides
- Share the course booklets with you
- Show you websites or YouTube videos
- Ask you questions or to read sections of the course material
- Place you and other students into "breakout rooms" within Zoom so that you can work together as a team on a particular topic

Your classes run for the same time as they would Face-to-Face – on your usual day of training. Your teacher will allocate breaks throughout the class for you to have something to eat and stretch.

Student behaviour and confidentiality

The Student Code of Conduct (as listed within your Student Handbook) is still applicable for virtual training – SIA expects students to act and dress appropriately when attending Virtual sessions.

It is especially important that classroom confidentiality is observed when on Zoom sessions – ensure that other members in your household can not hear your class discussions.

How you will get new course material

Your Trainer will ensure you have the correct course material for the unit you are completing (student workbook, assessment kit, Power Point, additional handouts and/or readings, etc.). Paper versions of

your course material will be posted to your residential address - please ensure that SIA has your current postal details.

Your Student Support Officer will also email an electronic version of your course material to you when you start a new unit.

If you believe that you are missing any material, please contact your Student Support Officer for assistance on 1300 790 265 or email info@sia.edu.au

Hands-on activities and how these will occur during virtual training

Hands-on activities are a fabulous way to learn, but can be difficult, or unable, to do in a virtual environment. Your Trainer will determine what can and cannot be taught virtually and will adjust the delivery of your course material to suit.

For example, within Horticulture, your trainer may ask you to complete hands-on activities with your own pot plants or garden, or on your daily walk around the neighbourhood your trainer may ask you to identify and photograph 10 different weeds.

For other hands-on activities that require medical equipment, your trainer may decide to split the course work, and teach the theoretical side of the topic during virtual, and then cover the hands-on activities in a session once we are back to Face-to-Face training.

Handing in assignments for assessment

Your Trainer will talk to you about the ways they would like for you to submit your assignments for assessment. This could be electronic submission, posting assignments to your Trainer via the SIA Office, or dropping off your assignments to a local SIA Hub.

IMPORTANT: Always take a copy of your assignment prior to submitting it for assessment. This is important for your own records and if you are required to resubmit the assignment.

Student support

SIA provides the following support strategies to help you with your study:

- Trainers/assessors
  You will regularly engage with your trainer/s during classes as well as via emails/messages. The trainer will respond to your queries within two business days. Assessments submitted on time will be marked promptly and you will be notified of their outcomes.
- Additional support from student support team
  Help by phone or email is available during working days/hours (Monday to Friday 9am-5pm). The team will reply to phone calls during hours immediately and to emails within two business days. You can contact student support team on 1300 790 265 or via email at info@sia.edu.au.

IT support

Students can call SIA support team on 1300 790 265 during opening hours to help resolve most IT issues. For more technical issues, they will arrange additional support from the IT support services.

Trainers and Assessors

All trainers and assessors delivering and assessing students via virtual classes are experienced in online delivery and have undertaken professional development in online delivery, which includes:

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- Formal qualifications in online training and/or
- Participating in a staff reference group of online trainers and assessors who meet and share ideas for improvement.

Digital literacy

As part of SIA Pre-Training Review (PTR), you will be assessed on your level of digital literacy. You will be asked questions regarding the use of IT skills (e.g. accessing emails, social platforms, internet browsing, etc.) to determine if support is required for you to confidently access our virtual classes. The outcomes of the PTR will be discussed with you as well as recommendations about weather the program is suitable for you and identifying additional support where required.