

## Purpose

VFA Learning offers the Diploma of Social Media online. VFA Learning is committed to providing a quality learning experience for all students studying and these online services standards explain our commitment to students.

## Student Support

VFA Learning will provide the following support to students studying any aspect of their course online.

### Trainer & Assessor Support

- Trainers will be available for queries at each campus by phone and email (campus details below)
- All queries will be responded to in 24 hours
- All assessments will be marked within 7-10 working days

### Administrative & IT Support

- Will be available to assist with queries at each campus by phone and email (campus details below)
- All queries will be answered within 24 hours

### Geelong

Office Hours: Monday to Friday – 8:30 am-5pm  
Physical Address: 78 Yarra Street Geelong, Vic 3120  
Phone: (03) 5223 6800  
Trainer & Assessor Support: [trentp@vflearning.vic.edu.au](mailto:trentp@vflearning.vic.edu.au)  
Administrative/IT Support: [geelongreception@vflearning.vic.edu.au](mailto:geelongreception@vflearning.vic.edu.au)

### Melbourne CBD

Office Hours: Monday to Friday – 8:30am-5pm  
Physical Address: Level 6, 131 Queen Street Melbourne, Vic 3000  
Phone: (03) 8578 1211  
Trainer & Assessor Support: [krystal@vflearning.vic.edu.au](mailto:krystal@vflearning.vic.edu.au)  
Administrative & IT Support: [receptioncbd@vflearning.vic.edu.au](mailto:receptioncbd@vflearning.vic.edu.au)

### Narre Warren

Office Hours: Monday to Friday – 8:30am-5pm  
Physical Address: 58 Victor Crescent Narre Warren, Vic 3805  
Phone: (03) 8794 6000  
Trainer & Assessor Support: [aaronh@vflearning.vic.edu.au](mailto:aaronh@vflearning.vic.edu.au)  
Administrative & IT Support: [receptionnw@vflearning.vic.edu.au](mailto:receptionnw@vflearning.vic.edu.au)

# Online Service Standards

## Student Entry Requirements

VFA Learning conducts a comprehensive Pre-training Review for all prospective students. As part of the Pre-Training Review process, students' digital literacy is assessed and we will ask prospective students to take a Language, Literacy and Numeracy assessment to determine whether a course is suitable and appropriate for their individual needs.

VFA Learning uses a Learning Management System called EDUonGo. Which is accessible through our student portal on our website. To assist our students, navigate the LMS, they will watch a video called 'Getting started at VFA Learning' in session 1.

The following is a minimum information technology requirement to enable optimal access to EDUonGo:

### All users

Microsoft Office 2010 or equivalent  
Broadband internet connection  
2GB RAM Adobe Read XI or equivalent

### Windows users

Microsoft Windows 7 or higher (Windows 8 recommended)  
1Ghz or faster processor (2Ghz recommended)  
Adobe Flash player 10 or higher

### Mac OS users

MAC OSX v10.5 or higher (MAC OSX v10.6 recommended)  
1GHZ or faster processor (2Ghz recommended)  
Adobe Flash player 10 or higher

## Learning Materials

VFA Learning ensures that learning materials used in online training are interactive and presented in a variety of forms, including:

- Videos
- PowerPoints
- Online interactives
- Assessment templates
- E-books

## Student Engagement

VFA Learning provides an online learning experience that is engaging and interactive. We will monitor student participation through reports produced by Circulate and EDUonGo and ensure that they continue to progress through their course.

VFA Learning has a unique pastoral care service called SWAP – Student Wellbeing Assistance Program. This program is designed to assist students through their qualification by supporting good study habits and attendance at class.

Designing of class learning activities gives students the opportunities to collaborate with their peers. Placement, where applicable allows collaboration with others.

Gathering feedback from students at four separate touchpoints – Commencement, Progression, Mid-course and End of Course. This allows us to gather both qualitative and quantitative real time feedback on how the students view VFA Learning.

VFA Learning monitor student progress through the Student Progression Procedure to ensure that they are engaged in their studies. Students, who do not engage with their studies within a 60-day period and do not reengage after exhaustive attempts at contact, will be processed as a withdrawal from the course.

## Mode and Method of Assessment

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

- Written Questions
- Quizzes
- Assignments
- Case Studies
- Observations

Where students are asked to demonstrate competency in practical skills, such as the gym facilities, simulated labs or clinics, observation checklist are completed via EDUonGo.

## Trainer and Assessors

All VFA Learning's Trainers and Assessors are qualified and industry skilled. They regularly undertake professional development in how to engage students in our LMS.