



Online Service Standards

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What are they?

As a registered training organisation, we offer skills-based learning in the vocational education and training sector. Our programs are delivered in a flexible format encompassing both face-to-face workshops and online learning. We believe this enables our student's greater organisation, flexibility and application based training. This maximises the hands-on nature of face-to-face workshops with our expert trainers. As a result, it is essential that students are aware of the requirements when enrolling into a program which is delivered online, including policies and procedures of our Online Service Standards to ensure a program which encompasses an online learning component is most suitable.

Online learning materials

Software & Hardware

Computer specifications required for Canvas LMS:	
Computer Operating Systems	<ul style="list-style-type: none">• Windows 7 or newer• Mac OSX 10.6 or newer• Linux – chromeOS
Supported browsers	<ul style="list-style-type: none">• Internet Explorer 11• Chrome 56 & 57• Firefox 51 & 52• Safari 9 & 10 (Mac only)• Flash 23 & 24• Respondus Lockdown Browser
Mobile Operating Systems	<ul style="list-style-type: none">• iOS 7 or newer• Android 4.2 or newer
Computer speed and processor	<ul style="list-style-type: none">• Computer - less than 5 years old or newer• 1GB of RAM• 2GHz processor
Internet speed	<ul style="list-style-type: none">• Minimum 512kbps

Table 1. Software and hardware requirements

Computer access

It is a requirement that you will have either your own computer, or reliable access to a computer. This may be at home, University, the local library etc however you must have a guaranteed ability to access this throughout the duration of the program. A desktop or laptop computer may be used and while a laptop is preferred as this gives you greater flexibility to complete work remotely and onsite during face-to-face workshops, this is not a requirement. A tablet device alone is not sufficient however this may be used in conjunction with a computer if you desire. ERA student laptops can be utilised during class days by those who do not have a laptop computer.

Learning Management System [LMS]

ERA uses the Canvas Learning Management System (LMS) for all program content, resources, calendar, correspondence and assessment submissions. This provides clarity and direction as all information required for the program is housed in one platform. The following are required computer specifications for Canvas:

Use of the Canvas app is strongly suggested to ensure you remain up to date with your program notifications. While a mobile phone which adheres to the above requirements is recommended to facilitate this, it is not a requirement for program enrolment or completion.

Smartphone access

There are several applications and functions which aid program completion requiring you to have a smartphone. These include the Canvas LMS app (discussed below), email account app (i.e. Hotmail), internet connectivity, voice recorders and a phone camera. Pictures taken on a smartphone may be used for submission of files, removing the need for access to a printer and scanner. For this reason, a smartphone is highly recommended but is not a condition of enrolment or program participation if access to a scanner and/or printer is possible elsewhere.

Visual Coaching Pro [VCP]

VCP is used for the exercise prescription tasks and programs required throughout our qualifications. As this is an online interactive software, the internet is required to login in and utilise the program. VCP is only supported through the Chrome internet browser and will not function using other systems.

Office Suite and Adobe Acrobat PDF

Resources and templates used throughout the program content include Microsoft Word, Microsoft PowerPoint and Adobe Acrobat PDF. These may be edited using either Windows and Mac systems. There is no minimum Office Suite requirement, however Office 2003 or newer is recommended for best functionality. You will be required to open, not edit, Adobe Acrobat PDF documents.

Email address and Google account

An email address is an enrolment requirement for all students. This is also needed to create a Canvas account, enabling you to access and engage-in online resources and content. There are no requirements for any specific email domain for this component of training. ERA utilises Google forms for various online portfolios and editable templates, facilitating viewable sharing of these documents. This allows ERA team members to monitor your progress with remote tasks and removes the hassle of re-submitting the same document as work is completed. To access and complete these, you are required to obtain a Google account. If you have an existing Google/Gmail account, this can be used.

Confirmation of digital literacy

Minimum requirements

Students must meet a minimum level of digital literacy to gain entry into a qualification. This is assessed with questions incorporated in the Language, Literacy and Numeracy component of the application for enrolment. Ability to complete the online application for enrolment is also an indicator of digital literacy. Digital literacy forms a critical component of an applicant's suitability for enrolment. Qualifications delivered by ERA are inclusive of both online and face-to-face methods requiring students to be confident in the use of computer and internet resources. This includes opening and editing of Word documents, creation of basic PowerPoint presentations, accessing internet resources etc.

Only students who meet these criteria, as well as others assessed through the pre-enrolment process, are deemed appropriate and suitable to undertake a program with ERA.

Student engagement

The following modes are used to deliver our qualifications. All online learning occurs through the online learning portal, Canvas.

- Face to face workshops
- Practical classes/workshops
- Practical Placement (Workplace)
- Independent learning (online)
- Facilitated online
- Additional support sessions

We aim to facilitate training which is relevant, interactive and above all engaging across all forms of the learning experience. Face-to-face workshops allow students to collaborate with trainers and peers alike, as well as the provision and reception of feedback. This is administered verbally for practical workshops in an individual and group capacity. A written review of the class performance is provided via Canvas following each workshop, which includes feedback from the session.

To ensure students are using the online student platform correctly, an induction is completed prior to commencement of the program content.

Collaborative learning opportunities exist through the online learning platform discussions area, conferences and group assessments. Remote learning content and resources are provided in a variety of formats to best meet the breadth of learning styles of our students, enhance the student experience and engagement. These include documents, external websites, videos, diagrams, templates and screencasts.

Student engagement with online material is monitored by the ERA trainers and will be used to promote and enhance student learning outcomes.

Student support

ERA identifies requirements (such as literacy, numeracy, English language or physical capabilities) that individual learners would need to complete each qualification. ERA can develop individual strategies to make support available where gaps are identified.

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Other mechanisms, such as assistance in using technology for online delivery components
- Additional tutorials, and/or
- Application sessions – details can be found in the Module plan for each module, and will be delivered according to class cohort needs at selected times throughout the program.

Where a student is experiencing difficulty completing the training and assessment requirements of the qualification, ERA follow the processes outlined below to assist the student:

- Initial communication with student (face to face, telephone call, email)
- Arrange a meeting to occur either face to face or online
- Offer an ongoing mentoring system with one of our trainers to ensure the individual needs are met
- Discuss the requirement for modified training through reasonable adjustment of assessments, extension of due dates or a modified training plan (MTP)

Content support

Class-wide training is provided as needed by the cohort throughout our qualifications to ensure the key platforms (Canvas, VCP etc) and processes (accessing content, submitting assessments, contributing to discussions etc) are used correctly.

- Students may contact our office between 8.30am and 5.00pm, Monday to Friday to receive support from our staff. In the instance that a specific staff member is unavailable at the time of your call, they or an appropriate team member will contact you to respond to your query within 48 hours.
- Should you require assistance with the content being delivered and assessed within your program, please contact your ERA trainer directly through the online learning platform or phone. If unsure, students may contact the Office Administrator via phone (03) 9480 1800 or email: office@exerciseresearch.com.au at any time. You will receive a response within 48 hours between office opening hours of 8.30am to 5.00pm.
- Assistance regarding the Canvas student platform should be directed to the LMS Administrator via Canvas. Any queries sent to the training staff which require further assistance from the LMS Administrator will be forwarded on the student's behalf to ensure a timely response. You will receive a response within 48 hours between office opening hours of 8.30am to 5.00pm.



Ask questions before and after class as well as at lunchtime

Contact your trainer through Canvas with any questions

Arrange a one-on-one session with your ERA trainer outside class time

Student support assistance

- While all ERA staff are able to assist with student support needs, there is an allocated Student Support team member for general and program-specific assistance whom may be contacted at any time throughout a program with us
- Students identified by ERA staff as requiring support will be provided with information on the support available and encouraged to use these services
- All students are provided with a number of support documents in the form of online tutorials (e.g. VCP) and written guides.

Mode and method of assessment

All ERA programs undertaken by students employ Competency Based Training (CBT) and Competency Based Assessment (CBA). CBT is aimed at developing specific learning outcomes that reflect the standardised workplace competencies of a given Industry skill area. CBA is the manner by which competency is recognised as being attained. It determines if your workplace performance matches the workplace standard for competency.

ERA is committed to quality assuring its Training and Assessment Services. All assessments conducted by ERA will be measured for their validity, reliability, flexibility and fairness with the judgment of competency being based on evidence gathered from a number of occasions and a number of contexts.

How will I be assessed?

You will be required to complete a number of modules that consist of a variety of assessments including:

- written work
- oral questions
- practical demonstrations (observations)
- presentations (observations)
- workplace observation

The purpose of each assessment is to evaluate if you satisfy the minimum standard expected in the workplace, as expressed in the relevant endorsed industry competency standards. We pride ourselves on delivering content and assessment practices that accurately meet industry standards to equip you with the essential skills and knowledge to be 'job ready' and successful within our industry.

Trainer and assessor skills and experience in online delivery

With the nature of our programs being delivered both online and face to face the expectations of being computer literate extends to our training team. They too are required to be able to use computer operating systems, tablets and mobile apps to provide you with an enriched learning experience.

ERA employee candidates are required to demonstrate this literacy prior to employment through our interview process. Successful applicants who join our team who have an identified trainer and assessor role within our VET programs undergo further training on the platforms required for successful delivery of the online and face to face components.

All trainers and assessors delivering online courses at ERA have undertaken professional development and training in online delivery which includes:

- an employee induction – refreshing the basics with IT and application use
- formal qualifications in online training – through our professional development program
- in house training conducted within our trainer mentor program
- directed training on how to conduct training using the learning management system, Canvas

The following table identifies the systems and key training provided for our delivery team from induction to continued service via our extensive professional development program, funded by ERA:

Development category	Training & development elements
Employee induction	<ul style="list-style-type: none"> • Windows operating system* • Office 365 (Microsoft suite) *
Formal qualifications	<ul style="list-style-type: none"> • Lynda learning subscription (online training tutorials) • VET industry recognised professional development <ul style="list-style-type: none"> ○ VET development centre ○ ACPET ○ VELG
Trainer mentor program	<ul style="list-style-type: none"> • Experienced senior trainers providing feedback and support to trainers in a formal mentor program • Team forums and discussions surrounding sharing ideas for improvement based on student and trainer experience
Learning management system	<ul style="list-style-type: none"> • VET trainer induction • Team training on Canvas LMS features specifically applied to ERA (conducted by our LMS Administrator) <ul style="list-style-type: none"> ○ Online conferencing ○ Discussion forum use ○ Announcement features ○ Video and audio feedback • Team forums and discussions surrounding sharing ideas for improvement based on student and trainer experience • Community forums - https://community.canvaslms.com/

Table 2. The systems and key training provided for our delivery team

**demonstrated proficiency required as part of employment selection criteria*