

### Purpose

Due to the latest development in the COVID-19 (Coronavirus) impact including the Australian government's advice about social distancing, we would like to make sure that our students' and staff's health, safety and wellbeing is protected. Therefore, we temporarily implementing online/virtual enrolment, training and assessment until there is new advice from the government allowing VET sector to conduct classes as normal.

### Background

The Australian government via our regulator, understands the challenge that the COVID-19 (coronavirus) outbreak poses for VET providers, their staff and students. VRQA and Department of Education is committed to a flexible approach to regulating the sector in the current environment and we acknowledge that challenges during this time will take many forms allows flexible delivery modes including online learning during this unprecedented time. For more details, please see the following links:

<https://www.vrqa.vic.gov.au/VET/Pages/covid19rtofaqs.aspx>

### Policy

The current COVID-19 pandemic has meant that many Saddle On have begun implementing distance learning techniques (including virtual delivery) as a way of continuing to provide services. Saddle On ensures that the amount of training provided for a VET course aligns to the training package requirements, the skills, knowledge and experience of the learner cohort and the delivery mode chosen. Saddle On will make all reasonable efforts to comply with AQTF standards and VRQA guidelines, the requirements of the Contract and associated Guidelines. Saddle On has made some changes to the way it used to conduct enrolments, training and assessment by moving to online mode. Saddle On is committed to maintain the quality and sanctity of the processes.

### Procedure

#### How we enrol students and conduct Pre – Training Review

1. If a student is interested in enrolling in a course at Saddle On, student can complete an online Application Form from <https://saddleon.com.au/assets/pdf/Enrolment-Form-Application.pdf> and provide relevant supporting documents. It is preferable that a student signs a form using a formal process, such as an online form using an electronic signature program. However, under the COVID-19 circumstances, if these systems are not set up, the student could complete a form and return it to us via email provided Saddle On ensures:
  - a. the email clearly identifies that the student is the person undertaking the action – for example, it is the email that you have on the student's file as their primary contact address, or it is a student email address you have assigned to them and they must log in to access it using a secure ID and password
  - b. the student clearly indicates their agreement or endorsement, which could be by including standard text for them to acknowledge in a return email, or by asking them to sign the form using a graphical representation of their signature if they have a device that enables them to do so.
2. **Evidence of concession entitlement**  
Sighting and retaining evidence of concession entitlement currently must be done by either:
  - sighting a hard copy original and retaining a photocopy or electronic version
  - viewing the card on a digital wallet app and making a declaration
  - using Centrelink e-Confirmation Services and retaining an extract from the system OR using the Document Verification Service (DVS).

## ONLINE ENROLMENT, TRAINING AND ASSESSMENT (COVID-19 IMPACT ARRANGEMENTS)

Saddle On must make all reasonable efforts to sight and retain evidence using one of the currently accepted methods, however if this is not possible due to Covid-19 restrictions, the Department will allow training providers to sight electronic copies of concession cards (for example, a scan or image of the original document sent via email).

The electronic copy of the card must show:

- the customer reference number of the card
- the student's name

Saddle On must retain a declaration and attach it to the student file along with the electronic copy of the card, including:

- name of the authorised delegate who sighted the digital concession card
- date the digital concession card was sighted

### 3. Evidence of eligibility

Sighting and retaining evidence of eligibility currently must be done either by:

- sighting a hard copy original and retaining a photocopy or electronic version
- sighting a physical certified copy (not an electronic version) and retaining a photocopy or electronic version OR
- use of the DVS.

Saddle On makes all reasonable efforts to sight and retain evidence using one of the currently accepted methods, however if this is not possible due to Covid-19 restrictions, the Department will allow training providers to sight and retain uncertified copies of documents (for example, a scan or image of the original document sent via email).

### 4. Pre-Training Review

Language, Literacy and Numeracy test will be conducted online via LLN Robot as usual and Pre-Training Review interview will be conducted via phone (where the student cannot attend in person) and findings will be noted on the PTR form by the RTO delegate. RTO delegate must capture the date on which the PTR is conducted

RTO delegate must also identify any support an individual student needs through pre-enrolment or pre-training checks. When delivering by distance or online, student needs may differ compared to students learning in a face-to-face environment. RTO delegate should ensure enrolling students have:

- any underpinning skills or knowledge requirements for the unit
- adequate numeracy and literacy skills
- adequate digital literacy skills
- the required resources to learn by distance (which could include access to a suitable computer, compatible operating system, specific software, and adequate internet access)
- an understanding of any parts of the training and assessment they are unable to complete via distance delivery
- an understanding of how Saddle On will provide work placement or conduct assessment in a real or simulated environment

Make sure student understands the concept of virtual classroom, student engagement and how student support will be provided. Direct them to the Online Service Standards published on the website.

5. We will assess student Application Form including Pre-Training Review. If the student meets our admission criteria, he/she will be issued with a Confirmation of Enrolment letter via email.
6. Admin staff will allocate student to a class and advise the trainer.
7. Trainer needs to send student the link for zoom classes.

### **How we do online training and assessment**

#### **A. Live Online Training Delivery**

- We will conduct live online training delivery sessions. Students will need to attend relevant live online training delivery sessions conducted by your trainer via Zoom, based on a timetable provided to you. Details instructions will be provided to you
- Students' attendance to a scheduled live online delivery will be recorded at the start and end of the classes.
- If the student cannot attend a live online training delivery session, trainer needs to follow up to provide any additional support.

#### **B. Learning Resources sent to the student by email**

- Student expected to conduct self-learning by accessing the relevant learner resources sent to them via email and discuss any issues in the next class.
- Trainer follow up with the student via email or phone in between the scheduled classes to monitor their progress and provide any required support.

#### **C. Assessment Submission**

- Trainer will provide the assessments to students at the end of the unit by email and give them deadline to submit the assessment.
- Trainer may provide the assessment which requires discussion or team participation prior to the online delivery session or during the session as per the session plan.
- Most of the courses have mandatory work placement where several units need to be assessed in a workplace. If the student is enrolled in a course with mandatory work placement, student will be able to complete theory assessment first, and complete the practical assessment that needs to be done in a workplace at a later date when the situation permits or when there are workplace facilities that are willing to provide work placement to our students.

#### **D. Practical Assessments**

Some units of competency require assessment to be conducted in a workplace by observation, this could be done in following ways:

1. Assessor attend the workplace where possible and all evidence to be gathered as per the requirement of the unit.
2. Where trainer is unable to attend a workplace to conduct training or assessment, consideration should be given to remote observation via other mediums. For example, the trainer can:
  - use video recordings (from recording on a phone to more complex technologies)
  - use Zoom, Skype and other video conferencing software.

## ONLINE ENROLMENT, TRAINING AND ASSESSMENT (COVID-19 IMPACT ARRANGEMENTS)

3. If a student is working at their normal place of work, assessors can view that student's participation in activities remotely and, using the same observation checklists they have when on site, continue to make valid and sufficient judgements.

It may be necessary to defer conducting the observations until such time as the RTO can effectively undertake this process.

If a trainer is feeling unwell, or is required to self-isolate, they must not attend any location.

### E. Student Support

- Student will be provided with academic and other support by our trainers and student support team, so that you can complete your course smoothly.
- Saddle On is required to identify any support needs and provide access to those services to students who are switching to different mode of delivery. Trainer should also consider providing multiple methods that students can use to contact their trainer and assessor, to discuss requirements. This could include telephone, email to enable questions to be answered.
- Training as part of the enrolment process on how to use any technological resources can provide a student with the required technical knowledge and capability to make their experience more enjoyable. Trainer should give students clear guidance on how to log in to the zoom classroom sessions.

### How long this arrangement will continue

This arrangement will continue until there is new advice from the government allowing normal gatherings and we feel confident that we can resume classroom-based learning without compromising the health and safety of our community.

### Issuing Certificates

1. If the student successfully completes all units for a VET qualification, he/she will be issued with a qualification certificate and Record of Results either electronically or via post.
2. If you the student complete one or more units from a VET qualification, student will be issued with a Statement of Attainment either electronically or via post.