

Pines Learning offers the CHC50113 Diploma of Early Childhood Education and Care with the training delivery method as a blended learning approach. It is a combination of self-paced learning via a downloadable eBook (provided by Pines Learning), face-to-face classroom based learning, and practical experience in the workplace.

Pines Learning is committed to providing a quality learning experience for learners studying online and independently, and these online service standards explain our commitment to learners in key areas.

LEARNER SUPPORT

Pines Learning will provide the following support to learners studying any aspect of their course online.

Trainers:

- Will be available for questions about the eBook content either face-to-face during the scheduled Study Support sessions, or via the Learner Portal
- Will be able to answer questions during the scheduled face-to-face classes for each unit
- There will be a maximum of 14 learners to each trainer

Administrative/Technical Support:

- Will be available by phone or email between 10am and 2pm Monday to Friday
- Will reply to queries and requests for technical support within 48 hours

Support Services:

- Face to Face Study Support sessions are available outside class hours, as scheduled (refer to the timetable for details)
- Course coordinators are available by appointment to discuss any concerns or requests for additional support

LEARNER ENTRY REQUIREMENTS AND TECHNICAL REQUIREMENTS

Pines Learning conducts a comprehensive Pre-Training Review for all prospective learners to determine whether the course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your digital literacy, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required

Pines Learning uses Moodle as the learning platform for online course delivery. The following are the minimum information technology requirements to enable optimal access to the Learner Portal:

- A device with a minimum of 5GB memory and 1Ghz processor
- Microsoft Windows 8 and above or Mac OS version 10 and above

Web-based content is available on hand held devices including mobile phones and tablets

An introductory module and FAQs on Moodle can be found at https://docs.moodle.org/33/en/Installation_FAQ

Pines Learning supplies learners with Aspire eBooks for the majority of units. The eBooks can be downloaded to your PC, laptop or tablet (maximum of 2 devices). Once you have downloaded your eBook, you do not need to be connected to the internet to keep reading.

The minimum system requirements are as follows:

iPad Device

Minimum recommended device is an iPad3/iPad mini retina running on iOS 8

iPhones are not recommended with this app

Android Device

Minimum recommended device is a Galaxy Tablet 10" running on Android OS 5 (Lollipop)



Online Service Standards - Skills First

PC / Laptop/ Tablet (Running Microsoft Windows)

Minimum recommended device is an i3 processor with 4GB of memory, 250GB of free disk, and a screen resolution of 1280 x 1024 running on Windows7 or above

MAC device (Running MAC OS)

Minimum recommended device is an i5 processor with 4GB of memory, and 200GB of free disk, running on Apple Mac 10.11 (Maverick)

Browser Reader version

Minimum browsers include Internet Explorer-10, Internet Explorer -11 (Edge format), Google Chrome-37 and above, Firefox-32 and above, and Safari-5.1 and above.

More information can be found at: <https://aspirelr.com.au/pages/faq>

LEARNING MATERIALS

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

- Guided content
- Graphics
- Video
- Audio
- Quizzes
- Interaction through discussion forums

LEARNER ENGAGEMENT

Pines Learning provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

Collaborative learning opportunities will be provided so that you can interact with your trainers and peers through:

- face-to-face classes
- discussion forums
- attending study support sessions

Ongoing feedback will be provided as you study through:

- Interactions with trainers in informal discussion forums
- In response to individual queries and in relation to tasks you complete
- Ongoing monitoring of your time spent online and completion of quizzes

We will contact learners who have not completed the required reading and tasks between scheduled face-to-face classes. Learners who do not complete the required reading and tasks for two consecutive units, without making arrangements with the coordinator, may be withdrawn from the class.

MODE AND METHOD OF ASSESSMENT

The method of assessment for each unit will be a combination of at least two of the following:

- Demonstration/observation
- Written assessment task
- Work placement/practical tasks (where specified)
- Third Party reports

Written theory assessments are to be submitted via the Learner Portal. All other assessments will take place in either the classroom or the workplace.

TRAINERS

All trainers delivering this course at Pines Learning are experienced in facilitating active learning and using the flipped classroom approach, whereby learners complete the theory as self-paced learning and class time is spent in discussion, consolidating learning, practical work, and enhancing learning. In addition, the trainers have undertaken professional development to support learners through the use of discussion forums, and in using the technology.

Trainers also undertake ongoing development, including participation in trainer meetings to discuss and share ideas for improvement of delivery.