

## Leadership Management Australia Online Service Standards

In addition to the face-to-face workshops for course delivery, Leadership Management Australia (LMA) also offers live Zoom delivery and utilises an Online Learning Platform (FBOL). FBOL allows Participants to communicate easily with their Facilitator/Coach and Manager Mentor throughout their course.

Participants can also use FBOL to complete and submit learning activities and assessments, and Facilitators will provide feedback on individual assessments and overall course progress through FBOL.

Participants may arrange to complete learning activities and assessments in paper-based format if the online system is not suitable to their learning needs.

The information below outlines our commitment to providing a supportive and engaging learning experience for all Participants using FBOL.

### Participant Support

LMA provides the following support to Participants undertaking an LMA course.

- Facilitator/Coach and Client Support provide contact details to Participants and their Manager/Mentors at or before Overview Workshop.
- Facilitator/Coaches will be available for queries about learning and assessment by phone, email and FBOL chat during standard business hours.
- Administration staff will be available Monday to Friday during standard business hours. Response time to queries will be within 24 hours.
- FBOL Technical Support Services are available to Participants Monday to Friday between 9.00am and 5.00pm by phone – 1800 333 270. Or via email [feedbackonline@leadershipmanagement.com.au](mailto:feedbackonline@leadershipmanagement.com.au). The Course Facilitator/Coach and Client Support person are also available to provide support during standard business hours.
- Participants receive information about available support in their initial Welcome Email and support is explained in more detail during the face-to-face Overview workshop. Participants and their Managers will also receive auto emails outlining available support.

### Participant Entry Requirements and Digital Induction

- During the Pre-Training Review process, Skills First Victorian Participants are asked about their capacity to use a computer/tablet and their access to the internet to aid in determining course suitability.

- The completion of the enrolment form and a Literacy and Numeracy Assessment are conducted online as a further indicator of a Participant's digital literacy.
- Digital literacy is discussed in at the Overview workshop. A fully paper-based assessment process is available for any Participants who cannot access or use technology, and learning resources are provided in digital, audio and hardcopy versions.
- A User Guide for the online learning system, FBOL is provided at the Overview Workshop.
- The system is also explained and demonstrated by the Facilitator and/or Client Support

### **Minimum Information Technology Requirements for Optimal use of FBOL**

- FBOL is a web based application and content is available on hand held devices including mobile phones and tablets.
- A PC or laptop running Internet Explorer 9+, or the latest version of Google Chrome, Mozilla Firefox, or similar web browser and access to the internet is required.

### **Learning Materials**

- Learning materials are available in hard copy, digital copy and audio format.
- FBOL meets the Guidelines of Web Content Accessibility in its easily viewable content, simple navigation and user friendly menus and tools. FBOL can be viewed on Windows and Mac Operating Systems, mobile phones and tablets.

### **Student Engagement**

- Workshops are conducted either in a face-to-face environment or live via Zoom. Group work is a standard part of all workshops.
- Feedback to Participants on assessment tasks is provided via FBOL by the Facilitator/Coach, Client Support and designated Manager/Mentor. Feedback is collected from Participants during each face-to-face workshop, via Mid and Post Course Review Evaluations, via structured discussions with both the Participant and Manager/Mentor at Mid and Post Course, and from a final Course Evaluation form.
- Student activity is monitored by attendance – an auto email is sent to the Manager/Mentor and Client support if a Participant does not attend a workshop. Facilitators will speak one-on-one to Participants who are not engaging and follow this up with a call to their Manager/Mentor. Coaching plans are put in place to assist Participants who are behind.

### **Mode and Method of Assessments**

- A variety of assessment methods are used in all LMA courses for each unit of competency. Depending on the unit, assessments will be a combination of:
  - Written questions
  - Project work
  - Case studies
  - Role Plays
  - Observation
  - Presentations

### **Trainer and Assessor Skills and Experience in Online Delivery**

- All Facilitators are TAE qualified. As part of facilitator induction training, each Facilitator is required to complete a course as a Participant to gain familiarity with the FBOL platform.
- Induction training also covers the requirements to provide feedback to Participants via FBOL.
- Throughout 2020 and 2021 Facilitator have undertaken training specifically focussed on creating an interactive Zoom environment for Participants.
- Regular professional development is undertaken regarding system changes and enhancements, digital literacy issues and digital communication skills.