

Oxygen College Online Service Standards

When required Oxygen College will deliver courses using a blended delivery method including online learning. We are committed to providing a quality learning experience for our students which the below standards detail.

STUDENT SUPPORT

Oxygen College will provide the following support to student who are studying any part of their course online:

Trainers

- Available for queries relating to course learning and assessments via Microsoft Teams and email. Trainers will be available between 9.00am-5.00pm Monday to Friday. For evening run classes our trainers will be available during allotted class hours 6.00pm-9.00pm
- Queries will be replied to within one day Monday to Friday and any assessments will be marked within 7 days.
- Trainers may be able to respond to queries outside the hours listed above depending on their personal circumstances.

Administration:

- Available via phone between 9.00am and 5.00pm Monday to Friday
- Email queries will be replied to within 2 hours following business day if email is received outside normal business hours.

IT and Technical support

- Both trainers and administration staff will be available for technical support via the above methods.

Support Services

Students can contact their trainer, department manager or student engagement officer for learning support. If support of a more personal nature is required students can email or call the College for a confidential discussion. See the Oxygen College Student Handbook for more detailed information on the support offered.

STUDENT ENTRY REQUIREMENTS

Oxygen College conducts Pre-Training Reviews for all prospective students to determine the most appropriate and suitable course for their individual needs. For online courses or courses with online content this will include an assessment of your digital literacy by asking you to undertake a short questionnaire to assess your suitability level and discuss any additional support where required. See the Oxygen College Student Handbook for more detailed information.

Oxygen College uses Microsoft Teams through Office 365. This is available on a variety of platforms including apps for iPhone and Android so it can be accessed through mobile phones and tablets as well as desktop PCs and Macs.

Moodle is also used for all classes whether online or face-to-face delivery. Students will be set up with Moodle access upon being accepted into the course and within their first week of class.

LEARNING MATERIALS

Oxygen College ensures that learning materials used in online training are interactive and are presented in a variety of formats including:

- Workbooks will be mailed out to students
- Moodle
- Face-to-face when appropriate

STUDENT ENGAGEMENT

Oxygen College 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 peers through:

- Face-to-face learning
- Group team discussions
- Group assessments for music and sound

Social distancing is adhered to at all times.

MODE AND METHOD OF ASSESSMENT

Forms of assessment for each unit of competency will include:

- Questions
- Observation
- Portfolio
- Demonstration

TRAINER AND ASSESSORS

All trainers at Oxygen College have been given Professional Development Training on online delivery.

CONTACT DETAILS

Email admin@oxygencollege.com.au

Phone 1300 195 303

LINKS

[Oxygen College Website](#)

[Oxygen College Student Handbook](#)