

Online Services Standards

Purpose

Step 123 offers some programs that are delivered partly online. Step 123 is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to you in key areas.

Student Support

Step 123 will provide the following support to students studying any aspect of their program online:

Skills First Teachers

Our Skills first teachers are available for training and assessment queries via email. Our trainers will respond to students about their queries within 24 - 48 hours from Monday to Friday.

Administrative Support

Our Program Managers are available by phone and email between 9:00am and 5:00pm Monday to Friday and will endeavour to reply to queries within 48 hours. IT support helpdesk for technical queries.

ICT Support

ICT support is available to our students from Monday to Friday from 9:00AM – 5:00PM via phone or emailing your allocated Program Manager (See Student Support Services document). Step 123 will reply to queries within 48 hours

Student Entry Requirements and Induction

Step 123 conducts a Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs. Where the program is delivered has an online component an assessment of your digital literacy will be conducted via self-assessment questionnaire.

The following are the minimum information technology requirements to enable optimal access to Zoom:

- Computer/Laptop must have sound and a camera
- Internet access
- Email access
- Adobe reader and word.
- Ability to use the internet including the use of apps and being able to create a Username and password.
- Being able to interact through the use of the Zoom App.

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

Student Engagement

Step 123 provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your program.

Collaborative learning opportunities will be provided so that you can interact with peers, through Zoom classroom interaction and group discussions

Assessment Methods

Assessment methods at Step 123 include the following but are not limited to:

- Classroom presentation
- Practical Assessment
- Practical Observation
- Short Answer questions
- Classroom activities
- Project based assessment

Skills First Teachers

Trainers and assessors delivering our Building and Construction programs are experienced in Zoom classroom and online delivery.

1.0 **Revision history**

Revision	Date	Description of modifications
1	February 2025	First Version