

Policy No. 23

Online Learning

1. Policy Objective

The objective of the Online Learning Policy and Procedure for St John Ambulance Western Australia Ltd (St John WA) Registered Training Organisation (RTO) No. 0392 is to ensure that St John RTO complies with Regulator guidelines on provision of online learning for students.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- ▶ Standard 8.5

2. Policy

1. This Policy and Procedure version is effective as of July 2022.
2. For the purposes of this Policy and Procedure “St John RTO Stakeholders” refers to the First Aid Training Services Administration team, the Customer Experience team, the Marketing Programs team and other relevant departments in St John Ambulance.
3. St John RTO Stakeholders will inform their staff of the requirements of this RTO Policy and Procedure.
4. St John RTO Stakeholders will adhere to this Policy and Procedure at all times.
5. St John RTO Learning Management System (LMS) training and assessment resources and processes will comply with Regulator guidelines for online learning at all times.
6. St John RTO will:
 - ▶ Identify accessibility requirements to ensure participants have equal access to web content
 - ▶ Develop and design resources so they are navigable and readable
 - ▶ Develop resources for use in standard browsers.
7. St John RTO Stakeholders will:
 - ▶ **Conduct** compliance activities as detailed in the annual RTO Compliance Calendar
 - ▶ **Store** evidence of their ongoing compliance
 - ▶ **Provide** evidence of their compliance for the purposes of internal, external audits and on request.
8. This Policy and Procedure is to be read in conjunction with:
 - ▶ St John RTO Policy and Procedure No. 7 Validation and Moderation.
9. St John RTO Stakeholders may have written Work Instructions to support this Policy and Procedure.

3. Procedure

RTO Compliance with Regulator Guidelines for Online Learning			
1. RTO Compliance with Regulator Guidelines			
STEP	WHO?	WHAT?	WHEN?
1.1	Compliance Team	Informs Learning Designers via email of changes to online learning requirements upon regular checks of legislation and Regulator guidelines.	When required
1.2	Learning Designers	Logs necessary changes required to First Aid Quality materials in Continuous Improvement Log and tracks progress until completion.	When required
1.3	Learning Designers	Develops and makes changes to all relevant First Aid Quality material to meet online learning requirements.	15 business days
1.4	Learning Designers	Updates Training and Assessment Strategies (TAS) to reflect changes to St John online learning practices.	10 business days
2. Online Learning Resources Compliance			
STEP	WHO?	WHAT?	WHEN?
2.1	Learning Designers	<ul style="list-style-type: none"> ▶ Takes into consideration different levels of digital skills and develops resources so they are navigable and readable by everyone regardless of location, experience or technology skills. ▶ Develop resources for use in standard browsers that support required functionality. ▶ Designs online learning resources to ensure that they are readable and navigable across the spectrum of delivery environments or devices, irrespective of screen size, available screen area or resolution. 	As per agreed timeline
2.2	Customer Experience Team	<ul style="list-style-type: none"> ▶ Supports prospective students and assigns them appropriate course based on their LLND skills ▶ Provides students with list of external support services providers who may be able to provide help 	Ongoing
2.3	Compliance Team	<ul style="list-style-type: none"> ▶ Maintains student support services list on St John WA website and for distribution to students if required ▶ Maintains information regarding student support in St John WA's Participant Handbook that is available to students on ST John WA website 	Ongoing

Policy Administration		
Directorate:		Responsible Manager:
Communications & Brand		Head of First Aid Quality
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	July 2023
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
Document Location	G:\04. RTO Compliance\2021-22\RTO Policies and Procedures	
Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Minor Changes	St John RTO Stakeholder Feedback provided on 30/6/2015
3	Document added to Documents Related Updated Spelling/Formatting and Included References to LMS	Following Review of Compliance Documentation Introduction of St John LMS
4	Annual review by RTO Stakeholders	<ol style="list-style-type: none"> 1. New format 2. Reference to eLearning Coordinator replaced with eLearning Developer 3. Section 5 reduced 4. Section 6 added 5. Effective as of 1.11.2017
4.1	Annual Review	<ol style="list-style-type: none"> 1. Minor format changes Note the VET E-Standards are no longer in print and no new document has replaced it.
5	Review and update	<ol style="list-style-type: none"> 1. Policy and procedure renamed to "Online Learning" as VET E-standards for Training are no longer being enforced 2. Updated to reflect current practice