



## Mazda Technical Training Australia (MTTA) – ONLINE SERVICE STANDARDS

MTTA delivers AUR30620 Certificate III in Light Vehicle Automotive Technology as an Australian Apprenticeship exclusively to apprentices employed within a Mazda Dealership. Delivery of knowledge components within this qualification are delivered using a blended mode of delivery including virtual classrooms, eLearning resources, directly supported formative and summative activities and indirectly supported self-directed learning activities. Practical demonstrations and assessment activities are conducted on-site at MTTA training centres.

MTTA is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

## STUDENT SUPPORT

MTTA provides the following support to students studying any aspect of their course online:

### Trainers/assessors

- Available for queries about learning and assessment by video conference, phone, email and online chat between 8:30am and 4:30pm Monday to Friday for the duration of the course/module.
- Will reply to queries within 24 hours and assessment will be returned within 7 days.
- There will be a maximum of 14 students to each trainer/assessor for each year level within the course.
- There will be a maximum of 14 students at one time within each online session.

### Administrative Support

- Available by video conference, phone and email between 8:30am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours

### IT support helpdesk for technical queries

- Available via phone, email and online chat between 8:30am and 5:00pm Monday to Friday
- Will reply to queries within 48 hours
- IT support is assisted by Mazda Australia ISD

### Support services

- External counselling and support services available are listed in the Student Handbook, Section 10.1
- WSM access made available to all online students for the term of their apprenticeship.
- Online textbooks are available for download for read-anywhere to all online students
- Access to learning resources available 24/7 through McGraw Hill Connect

## STUDENT ENTRY REQUIREMENTS AND INDUCTION

MTTA conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. This 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.



# MTTA Online Service Standards 2023

MTTA uses either Microsoft Teams, or otherwise, a Mazda Australia developed video conference platform called *Meet@Mazda* for delivery of online classes. This platform has virtual rooms, which are dedicated for exclusive use by MTTA for delivery of apprentice training.

MTTA uses McGraw Hill Connect web-based online course management software with individual subscriptions for each apprentice for access and storage of learning and assessment resources. User specific logins are allocated to each apprentice to ensure that any work submitted is the students own work.

## System Requirements

- A device with a minimum of 8GB memory and 1.5Ghz processor.
- Microsoft Windows 8.1 and above or Mac OS version 10.13 and above.
- Web-based content is available on hand held devices including mobile phones and tablets.

### Screen Resolution

- Resolution of at least 1366 x 768
- Dimensions of at least 9.5 inches

### Windows

- Windows 8.1 +

### Mac OS X

- Mac OS X 10.13+

### Chrome OS

- Chrome OS: 104+
- 2 GB RAM

### Tablets and Mobile Devices

- iOS 15+
- Android 13+

*We recommend enabling/allowing the following:*

- Browser Cookies
- Javascript
- MP3
- Pop-up windows
- All digital programs also require a strong, stable internet connection. If you attempt to enter grades or other data without being connected to a strong internet connection, this data may not be saved.

## LEARNING MATERIALS

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

- Online classes
- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums and webinars

The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: perceivable, operable, understandable and robust.



## STUDENT ENGAGEMENT

MTTA provides an online learning experience that is engaging and interactive. MTTA trainers and assessors monitor your participation and ensure that you continue to progress through your course.

Collaborative learning opportunities are provided for you to interact with peers, through

- Scheduled online class delivery on Microsoft Teams or Meet@Mazda
- discussion forums
- Informal video conference opportunities outside of scheduled classes

Ongoing feedback will be provided as you study through:

- interaction with trainers/assessors in informal discussion forums.
- in response to individual queries and in relation to tasks you complete.

MTTA will contact students who have not logged on within 2 weeks of each scheduled class commencement date. Students will not be withdrawn without notification from the apprentice and/or employer to advise of cessation of apprenticeship or change of SRTO.

## MODE AND METHOD OF ASSESSMENT

A minimum of four assessments are used for each unit of competency.

Forms of assessment include:

- short answer and interactive knowledge questions.
- multiple-choice knowledge questions.
- completion of workplace-based tasks with employer sign-off utilising a student diary.
- demonstration of practical skills.

Demonstration of competency in practical skills will be at MTTA training centres. Use of video technology may be used in certain circumstances with prior written permission.

## TRAINERS AND ASSESSORS

All MTTA trainers and assessors delivering online training and assessment are experienced in Vocational Education and Training delivery and have undertaken professional development in online delivery including:

- Coaching and mentoring in online delivery.
- Supervised delivery of online classes.
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement.
- Professional development webinars.