ONLINE SERVICE STANDARDS

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McDonald's Australia Online Service Standards

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Online Service Standards

McDonald's Australia RTO is committed to quality participant centred course services provision that meets each individual participant's needs. McDonald's Australia RTO personnel strive to ensure that their teaching meets this commitment by:

- Providing a learning environment which recognises differences in participants' ages, experiences, aptitudes, learning styles and background; and
- Incorporating flexible delivery methods based on participants' needs.

McDonald's Australia RTO ensures:

- Participants are supported throughout their study and have clear information about how to access participant support in online modes;
- Participants are only enrolled in courses with online components if this is suitable and appropriate to the participant's needs;
- Participants considering are aware of the minimum requirements to be able to participate in the course;
- Learning materials cover all aspects of a unit of competency and all necessary information to enable competency to be achieved;
- Learning materials are accessible to a wide variety of participants, including complying with the principles of the Web Content Accessibility Guidelines 2.0 for all learning materials published online.
- Participants are engaged in learning and monitored to ensure they continually progress through their program; and
- Participants are assessed against all aspects of a unit of competency and practical skills are assessed using contemporary technology.

Flexible Learning Framework

McDonald's Australia RTO has developed and implemented a range of key strategies across the organisation to support high quality delivery of flexible and online learning services. These include:

- A strategic focus on digital learning as a key current and future service offering;
- Demonstrated commitment to measurable quality and accountability of online services;
- Policies and procedures implemented that are in compliance with regulatory and contractual requirements;
- Practices in place that provide accommodations for participants with disabilities;
- Provision of necessary support and resources for online initiatives;
- Implementation of an ongoing professional development training program for personnel involved in online services delivery in the unique participant needs of online learning;
- Processes to verify measures that are in place to ensure quality, integrity and validity of information; and
- Periodic review of all online services as part of the regular Service Reviews conducted by McDonald's Australia RTO management.

Service Reviews

All online services provision is included within the conduct of McDonald's Australia RTO RTO's training product Service Reviews that include determining online training program

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success by measuring participant achievement and satisfaction based on valid and reliable assessment techniques.

Factors considered for online services during all reviews include:

- Participant achievement & completion levels;
- Internal and external feedback data;
- Current research and promising practices in delivery of online services;
- Satisfaction surveys by participants and trainers as appropriate;
- Reviewing and updating policies and procedures; and
- Reviewing appropriateness, effectiveness and quality of teaching and learning technologies.

Digital Learning Environment

McDonald's Australia RTO provides a quality online learning environment using MATRIX LMS that is appropriately maintained, secure and is a productive and safe work environment for participants and personnel.

Technology Requirements

Supported Operating Systems

- Windows 8.1 and later
- Mac OS X 10.14 and later

Supported Browsers

- Chrome latest version (32-bit/64-bit)
- Edge Chromium latest version
- Safari 13.1 and later

Minimum System Requirements

- Intel Dual-Core CPU or equivalent processor
- 4 GB RAM
- 3GB of available disk space
- Speakers and a microphone - Built-in or USB plug-in or wireless Bluetooth
- A webcam, HD webcam, or mobile cam - Built-in or USB plug-in
- JavaScript and cookies enabled on browsers
- Java isn't required for Mozilla Firefox and Google Chrome users
- An internet connection – speed equivalent to NBN or greater

Personnel

All McDonald's Australia RTO personnel involved in online delivery are skilled in online facilitation and have current qualifications or have completed professional development to enable them to deliver an engaging learning experience. Personnel undertake at least annual professional development activities in online and blended learning delivery approaches. Please refer to the McDonald's Australia RTO *Continuing Professional Development Policy* for further information.

Service Standards

The following online service standards apply to all services delivery at McDonald's Australia RTO.

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Participant Entry Requirements

McDonald's Australia RTO conducts a comprehensive Pre-Enrolment (Pre-Training) Review for all prospective participants to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we include assessment of digital literacy, by:

- Ensuring participants undertake a self-assessment quiz; and
- Discussing the quiz outcomes and making recommendations about whether the course is suitable and identifying additional support where required.

Minimum technology device requirements are included within Course Guides for participant information and confirmed with each participant as a part of the pre-enrolment review.

Please refer to McDonald's Australia RTO's *Participant Advice and Selection Policy* for further information.

Training & Assessment

- All courses:
  - have clearly stated and attainable educational goals;
  - use learning & assessment resources that are clearly and coherently organised for participant access and use;
  - use quality instructional materials and appropriate technology that enable and enrich participant learning;
  - demonstrate rigorous course content;
  - are designed to accommodate different learning styles;
  - are designed with consideration for time and place limitations of participants; and
  - are sensitive to the cultural differences of participants.
- All online services provide for a high-degree of interaction between trainers and participants, and among participants themselves.
- Online course activities embed critical thinking, problem solving, analysis, integration, and synthesis abilities in learning activities.
- Involve learning materials that are interactive and are presented in a variety of formats.
- All courses and resources used meet requirements of appropriate regulatory and contractual standards, including appropriate unit of competency accredited curriculum coverage, requirements of copyright and fair use and minimum accessibility standards including Web Content Accessibility Guidelines (WCAG) 2.0 guidelines.
- All personnel engaged in online services delivery meet requirements of appropriate regulatory and contractual standards, including minimum qualifications, experience, ongoing professional development.
- Trainers and assessors are enabled to adapt their training and assessment approaches to meet participant needs. Personnel are available daily within the digital learning environment for instant chat, video call or messaging contact. Personnel also regularly host set webinar and chat times with participant groups based on the Course Schedule for each course.
- Tutors and other administrative personnel are also available daily within the digital learning environment for instant chat, video call or messaging contact.

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- Multiple assessment methods are used to assess participant performance including assessing a variety of types of participant performance. Formative assessments are used and analysed to inform participant progress and training practice. Please refer to the McDonald's Australia RTO *Assessment Services Policy* for further information.

Participant Engagement
- Participant progress is monitored on at least a monthly basis.
- Timely and frequent feedback is provided about participant progress to participants, and support personnel in cases where participants are not progressing. This includes participant follow up in cases of any 7-day period with lack of login or course engagement and intervention strategies in cases where participants have not progressed after a one-month period.
- Participants who have not logged on within one month of the course commencement date that do not reengage after 5 attempts at contact will be deemed to have withdrawn from the course.

Participant Support Online Delivery
- Initial advice, tools and information is provided to assist participants in determining the appropriateness of specific courses and online delivery mode(s) for their academic needs.
- Participants are enabled to monitor their own learning progress.
- An orientation to online learning technologies and successful online participant practices is provided.
- Access to learning and assessment content, trainer support, technologies and resources is provided.
- Initial welcome messages and information provided to participants for all courses, including introduction to the relevant training and assessment personnel.
- Frequent trainer to participant interaction, participant to trainer interaction and participant-to-participant interaction is fostered. This includes at least weekly activities and communications for all online services. Communication options include:
    - phone;
    - email;
    - digital learning environment in-platform mail and notifications;
    - instant chat and chat rooms;
    - instant video call and webinar services;
    - discussion forum, wiki and blog tools;
    - assessment submission and feedback features;
- All participant academic enquiries are responded to ASAP with maximum 'next working day' turnaround policy.
- Timely and meaningful assessment feedback is provided for all summative assessment and key formative assessment tasks with a:
- maximum 'next working day' turnaround policy for formative assessments; and
- 'maximum seven calendar day' turnaround policy for summative assessments.
- Timely and effective technical support is provided including:
    - self-service online help information;
    - online support request with a *'same working day'* turnaround policy;
    - email support to mcf33dback@au.mcd.com with a *'same working day'* turnaround policy; and

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- phone support with a *'same working day'* turnaround policy.

McDonald's Australia RTO takes all reasonable steps to support participants who may be disadvantaged by:

- Additional costs or other requirements, including for participants with special needs, from undertaking online learning;