

Temporary Change of Delivery Mode Process and procedures (01/04/2020 to 30/06/2021):

The need for temporary distance delivery

As COVID-19 cases spiral, the Government is implementing greater restrictions on movement. The need for Australians to distance themselves from each other has become paramount in a bid to slow the spread of coronavirus. Our college is trying to slow the increase in coronavirus cases through enforced social distancing. ICM staff and students are required to maintain social distance such as 1.5-meter distance between individuals. In this circumstance, it is difficult to have group training room/face to face training sessions in place. In response to the government initiative to control the pandemic, at this stage ICM will follow the state guidance and temporary law to maintain social distance. Any further development and federal and state government's decisions will also be followed.

Regulatory requirements

Providing distance delivery options to students can result in a different set of support and progression requirements to ensure students are able to progress at the rate required to develop the required skills and knowledge. ICM has the support provided meets the needs of your individual students to maintain student satisfaction and encourage successful completion. This document is an information to all staff and students for their awareness of how they can seek the required support – whether that be through the trainer directly or through helpdesk style support so they can be proactive in accessing the support.

Use of digital literacy

Digital literacy for online and distance delivery extends the request to continue using your computers and your own internet at homes throughout their course , for example, if a student is required to record a video for assessment and then upload that file, learn how to do it through the college trainers.

Delivery Mediums:

1. Webinar (ZOOM Classroom and ZOOM meet)
2. Email (two-way written communication)
3. Telephone (SMS, Voice two-way communication)
4. Resources (soft copies of written text and activities, digital copies of learning materials, handouts and assessments)

Required resources

1. ZOOM meet and ZOOM Classroom (with licensed to use for commercial purpose)
2. Digital materials (book text converted to digital mode or valid and reliable re-written learning materials in line with unit of competency requirements) sufficient to cover 20 hours of training and involvement in student learning.
3. Computer access with internet and audio – mic and speakers (at the delivery point), Telephone (landline or mobile),
4. Session plan, PowerPoint presentation slides
5. Access to printer or printing student work materials
6. Digital simulate workplace resources (as required)

Training and Assessment Strategies (during Pandemic situations)

1. As required by the regulations, 20 hours of learning engagement of students per week will continue as usual by establishing two- way interactions between the trainer/assessor which includes their learning activities using digital technology.

Our course training materials and handouts, learning activities will be made available to students vis emails that will cover 20 hours of learning a week in line with session plan requirements of training and assessment.

Trainer contact time will be 1 hour to 3 hours using ZOOM meet two times a day for the group covering the training component according to session plan using PowerPoint presentations and relevant activities including the simulated workplace materials. ICM College will keep student work and involvement of training during this period of national emergency in student record to provide to the regulatory body as evidence of their contact-ability and involvement in training with required 20 contact hours.

The college records student attendance for distance learning and expect to receive student completed activities, assessment work, mark, and record them. Written feedback to student of their progress and records of feedback attached with student assessment copies, marking documents and assessment outcome will be recorded. Students should continue to be monitored for course progress to track knowledge and skills development and assist to maintain motivation.

2. Students must regularly attend the training, and undertake their learning, to progress through their course. Trainers must maintain attendance and their involvement records to identify any students who may not be progressing suitably and then contact them for academic support. We use this as an evidence of student progression through distance delivery.
3. We maintain regular contact with the student by telephone or email to discuss the online content and their progression will help in comprehension in verifying the authenticity of the students. Students are expected to complete their assessments during the unit progression and our assessors mark the assessments and give feedback to the students within 14 days after the students submit their assessments using our Zoom meeting. This way, students will be completing their course in a suitable timeframe using the feedback from trainers.
4. Our college also acknowledges the student’s complaints promptly and provide regular updates during the process as per the existing complaints and appeals procedures as usual. These complaints can provide a valuable source of information—once resolved—to consider further improvements to delivery practices. The trainers are expected to respond to emails or phone calls promptly.

5. As part of the academic support, we allow students to request for further training sessions using ZOOM meet. Trainers shall support the academic needs of the students by calling them via telephone, email or through zoom training sessions to enable the student to have regular interaction, giving prompt feedback on work submitted and encouraging real-time interaction can encourage positive communication and maintain student motivation in their studies.
6. College encourages friendships among students that would otherwise occur in a face to face training-based course using our video conferencing sessions.
7. Trainers will continue above process for each week to complete training and assessment for the unit of competency according to timetable. Ensure the session plan is used to maintain the consistency across the institutional delivery for various groups.
8. Students will be invited to attend webinar through ZOOM meet by sending out training schedule by email. Contact students by email to inform training times and send the log-in details and timings. Send learning materials and activities before the ZOOM meet training time to complete during and after the webinar training session.
9. Record the ZOOM meet session as evidence of training provided and to send out to those who request for further learning. Additionally, organise training audios and videos and send to students by email and/ or make available for access through Googles Drive.
10. Interact with students by email and telephone during this period with additional support to ensure student engagement for learning for 20 hours. Provide written and verbal feedback to students of their progress and adjustments or improvements required.
11. Please refer to the course Training and Assessment strategy for the Assessments methods to be used for each unit.
12. Trainer will provide ongoing feedback to the ZOOM meet session attendees through the session on their involvement and responses to discussions including screen share of student work with suggestions for improvements.
13. Assessor will provide to the student with verbal feedback on the assessment performance through ZOOM meet meeting.
14. The assessor will record the feedback provided to the student on the feedback form that is supposed to be given in writing and keep it attached with the student assessment submission work for further reference and for audit purpose.
Source of ASQA standard to write this policy document is:
<https://www.asqa.gov.au/distance-learning/student-support-and-progression>

15. This plan is applicable to all operations of the business and covers the expected behaviours of students, trainers and staff working during the restriction period.
16. Any employee that can work from home must work from home
17. No staff member is to attend the workplace (or training location) if they are unwell. If unwell the employee must return home and unwell employees are directed to arrange COVID testing.
18. Attendance at the workplace following a test is not permitted until the results have been received as negative.
19. Any close contacts of a suspected COVID case must not attend work until they are advised it is safe to do so by DHHS representatives.
20. Only training activities that deliver necessary safety related training to permitted businesses can be conducted during this time.
21. All employees/contractors attending a workplace must always wear face coverings unless they have specific medical exemptions
22. All employees/contractors must follow the social distancing guidelines published by the DHHS
23. All employees/contractors must stay at least 1.5 meters away from people they do not live with
24. All employees/contractors must follow specific PPE requirements when delivering training.
25. All employees/contractors must wear face coverings when traveling to or from a training session
26. All employees/contractors must wear face coverings when moving around the training facility such as using the restrooms or lunchroom.
27. All employees/contractors must wear face coverings and disposable gloves when conducting practical assessment activities if any.
28. Employees/contractors may remove face coverings when delivering training content in the training room
29. All students attending training must always wear face coverings
30. All students must wear disposable gloves, in addition to face coverings, when undertaking practical skills assessments.

31. In addition to following social distancing measures, we have implemented several other strategies involving ZOOM meet and ZOOM Classroom Digital training tools: Following a risk assessment, below are the steps that are being taken:
32. All training equipment is thoroughly cleaned and wiped with alcohol wipes before and after training.
33. The frequency of cleaning all business-controlled Training Spaces has been increased.
34. Reporting of Confirmed Cases
35. Upon becoming aware of any confirmed COVID cases the business will report this information to both the DHHS and Work safe (unless already notified).
36. Preparing and Responding to a Suspected or Confirmed Case of Coronavirus.

If the person with a confirmed case of coronavirus (COVID-19) is deemed to have attended work and/or training while infectious, or could possibly have acquired coronavirus at work, the following steps will be undertaken:

- a. Determine what areas of the workplace were visited or used by the confirmed case by referring to records of staff/student attendance at the workplace/training venue. The more accurate these details are and the more readily available, the more confident DHHS can be about which areas of the workplace need to be closed and for how long.
- b. Consult with DHHS on whether the workplace or part of the workplace is required to close for a short period to facilitate cleaning and enable contact tracing. DHHS will determine whether to assign an outbreak management team and deploy DHHS staff to attend the workplace to perform a risk assessment and provide advice.
- c. Work with DHHS to provide details that will assist in contact tracing such as records of staff attendance and up-to-date contact details for staff should they be required. DHHS will contact anyone who is identified as a close contact of the case. In some circumstances, DHHS will ask the company to make first contact with relevant staff members with agreed messages.
- d. Open outside doors and windows to increase air circulation and close off the affected area before commencing cleaning and disinfection.
- e. Organise for the cleaning and disinfecting of all areas that were used by the confirmed case. The workplace or part of the workplace as determined by DHHS should remain closed until this is completed.

- f. Wider cleaning and disinfection of the site, paying attention to high-touch areas as may be advised by DHHS.
- g. Any staff member who tests positive for coronavirus (COVID-19) should remain at home in self-isolation until they have been notified by DHHS that they have met the criteria for release. The staff member should follow DHHS guidance and their employer’s policy with regards to return to work.
- h. Ensure staff who are identified to be close contacts of a person with coronavirus (COVID-19) by DHHS do not come to work for 14 days after their last close contact with the positive case, as they must self-quarantine for this period. During self-quarantine, the staff member should watch for symptoms and seek medical assessment and testing if they develop symptoms such as fever, sore throat, runny nose, shortness of breath or a loss of their sense of taste or smell.
- i. If the case or cases are deemed an outbreak, DHHS will maintain active involvement throughout the course of the outbreak including providing advice on when the workplace can re-open or when the outbreak is considered resolved.
- j. The workplace should work with DHHS to ensure that all appropriate preventative measures have been taken prior to reopening the business.
- k. Following a coronavirus (COVID-19) case at a workplace, risk management controls and infection prevention measures should be reviewed to reduce risk of further coronavirus (COVID-19) exposures.