

BRACE Online Service Agreement



BRACE offers a range of courses that can be delivered partly or wholly online. BRACE 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

BRACE will provide the following support to students studying any aspect of their course online;

Trainers/Assessors

- All trainers and assessors delivering online courses at BRACE are experienced in online delivery and have undertaken professional development in online delivery.
- Will be available for queries about learning and assessment by phone, email and online for the duration of the course.
- Will reply to queries within 48 hours and assessment will be returned within 14 days
- No Trainer/Assessors will be available during the BRACE Christmas close down period

Administrative and technical support (e-learning technology and systems)

- Will be available for queries by phone and email between 8.30am – 5.00pm Monday to Friday.
- Will reply to queries within 48 hours.
- No administrative or technical support will be available during the BRACE Christmas close down period.

Support services

BRACE Managers, Coordinators and Trainers are available to discuss issues with students and provide referrals either within our organisation or to appropriate external organisations or professionals to assist those experiencing difficulties.

Student Entry requirement and induction

BRACE conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review BRACE will confirm the student's level of digital literacy. BRACE will discuss the outcomes and make recommendations about whether the course is suitable and identifying additional support where required. This will be done at the induction time.

e-Learning System Requirements

Zoom

<https://support.zoom.us/hc/en-us/categories/200101697>

Catapult

<https://catapult-elearning.com/how-to-guides/>

Student Engagement

- Student progress is monitored on a weekly basis.

- Timely and frequent feedback is provided about student progress to students, and support personnel in cases where students are not progressing. This includes student follow up in cases of any 7 day period with lack of login or course engagement and intervention strategies in cases where students have not progressed after a one month period.
- Students who are absent from the Zoom session or have not undertaken any activity within two weeks of the course and do not reengage after 3 attempts at contact will be deemed to have withdrawn from the course.