

Online Course Delivery, Monitoring and Support Policy

Document Owner	Chief Executive Officer		
Responsible Officer	RTO Manager		
Last Update	1/09/2025		
Next Review Date	1/09/2027		
Related Documents	<i>Course Progress and Completion Policy</i> <i>Student Support Policy</i> <i>Student Support Services List</i>		
Version	Authorised by	Approved	Effective Date
1.0	Chief Executive Officer	15/09/2025	15/09/2025

1. Context

This policy outlines Barrington Training Services (BTS)'s approach to delivering, monitoring, and supporting online courses in alignment with the Standards for RTOs and the ***BTS Course Progress and Completion Policy***. It ensures that learners are provided with a structured, accessible, and engaging learning experience and are supported to achieve their educational goals through quality training, early intervention, and continuous improvement.

2. Definitions

Refer to the *Explanation of Terms* document.

3. Scope

This policy applies to BTS staff and all students enrolled in nationally recognised training products delivered by BTS through online or blended delivery modes.

4. Principles

- **Learner Success** – BTS is committed to supporting learners in achieving their educational goals by providing guidance, resources, and interventions that facilitate satisfactory course progress and timely completion.
- **Compliance and Quality Assurance** – BTS ensures adherence to the Standards for RTOs and any other applicable regulatory requirements to maintain high education and training delivery standards.
- **Early Identification and Support** – Learners at risk of unsatisfactory progress will be identified early, and appropriate intervention strategies will be implemented to provide support and improve outcomes.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

RTO code: 91397 **ABN:** 66 102 353 622

Address: Suite 1, 4 Columbia Court, NORWEST, NSW 2153, Australia

Phone: 02 9899 0600 **Email:** enquiries@barringtons.com.au **Website:** www.barringtons.com.au

- **Transparency and Communication** – BTS provides clear, accurate, and timely information to learners regarding course requirements, progress expectations, and available support services to facilitate informed decision-making.
- **Equity and Fairness** – BTS upholds principles of fairness and inclusivity by ensuring that all learners have equitable access to support mechanisms, reasonable adjustments, and opportunities to succeed.
- **Continuous Monitoring and Improvement** – Course progress is regularly monitored, and BTS reviews policies and practices to enhance learning experiences and improve completion rates.
- **Accountability** – Both BTS and learners share responsibility for maintaining satisfactory course progress, with learners expected to engage actively in their studies and the RTO committed to providing necessary support and intervention.

5. Policy details

- a) BTS is committed to delivering high-quality online education that supports learner success, maintains compliance with regulatory standards, and reflects best practices in vocational training and assessment and the respective industry.
- b) BTS ensures that all online training and assessment activities are aligned with the Standards for RTOs, and that learners are equipped with the necessary resources, technology, and guidance to succeed. Regular monitoring, early intervention strategies, and transparent communication underpin BTS's approach to maintaining quality and accountability in online education.

5.1. Online course delivery

5.1.1. Course design and development

- a) All online courses will be designed and developed to meet the Standards for RTOs, in line with the ***BTS Training and Assessment Strategy Development Policy*** and the ***Training and Assessment Strategy Template***.
- b) Courses will be developed using a learner-centred approach, ensuring accessibility and engagement for all students, while supporting flexibility, autonomy, and workplace integration.
- c) Course content will be regularly reviewed and updated to maintain relevance and accuracy.

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5.1.2. Online learning environment

- a) BTS ensures that students participating in online courses have access to a supportive, engaging, and well-resourced virtual learning environment.
- b) BTS utilises a robust **Learning Management System (LMS) – Accelerate** - to deliver online courses. The LMS will support various multimedia formats, interactive activities, and assessments. It will be accessible to all enrolled students and provide a user-friendly interface.
- c) Online courses may be delivered through an asynchronous method or a combination of synchronous and asynchronous methods:
 - Synchronous delivery may include live webinars, virtual classrooms, and real-time discussions.
 - Asynchronous delivery may include pre-recorded lectures, discussion forums, and self-paced activities.
- d) Online courses delivered via the LMS are supported by structured online facilitation, digital tools, and contextualised resources tailored to the relevant industry.
- e) Key features of the online delivery model may include:
 - **Virtual Classrooms and Digital Content:** Interactive modules, videos, readings, and recorded sessions that support a range of learning styles.
 - **Collaborative Online Spaces:** Optional virtual workshops/support sessions to promote peer engagement and knowledge sharing.
 - **Access to Industry-Relevant Resources:** Online access to current workplace policies, procedures, codes of practice, regulatory documentation, and case studies reflecting relevant industry environments.
 - **Simulated Workplace Activities:** Contextualised scenarios and tasks designed to replicate real-world responsibilities and decision-making in the relevant industry.
 - **Contextualised Assessments:** Assessments are workplace-focused and practical, contextualised to sector-specific challenges.
 - **Trainer and Administrative Support:** Prompt and ongoing access to trainers, administrative support, and technical assistance to ensure smooth participation and learning progression.
- f) BTS conducts internal reviews of the LMS and all online learning materials to ensure they meet the requirements of the training package and simulate workplace conditions where appropriate. Learners are provided with clear instructions and expectations for all simulated tasks to ensure assessments remain valid, authentic, and industry aligned.

5.1.3. Self-directed distance/online learning and assessment

Self-directed and online learning components are integrated to complement online supervised activities and/or face-to-face classroom-based sessions when scheduled and available, offering students the flexibility to engage with course material and complete assessments at their own pace.

Students will engage in various activities that are designed to support their learning and assessment journey, including but not limited to:

- Individual reading and research.
- Case studies and project work.
- Development of workplace plans and documents.
- Resource collection for portfolios.
- Completion of online theory quizzes.
- Completion of assessments/workbook tasks.

5.2. Support and interaction

- a) Students will have consistent access to their trainers and assessors via digital means, online platforms and scheduled webinars (if applicable). These resources are designed to provide timely support, ensure clarity, and maintain student engagement throughout the course. Where applicable, a webinar schedule will be provided upon enrolment to assist students in planning their study time effectively.
- b) All learning materials and assessments are designed to be accessible online, with reasonable adjustments available to support students with disabilities or special needs. The flexible structure of the online course allows students to balance their studies with other commitments, promoting a positive learning experience.
- c) Trainer-led virtual support is available on a flexible schedule and provides opportunities to ask questions, clarify concepts, and engage in collaborative activities. These interactive online sessions provide additional support, clarification of key concepts, and opportunities for collaborative learning. These may include:
 - Group-based concept review and application.
 - Scenario-based discussions.
 - Guided workbook activities.
 - Virtual demonstrations.
- d) Students who are unable to attend scheduled webinars can still access trainer support through email, scheduled phone or video calls, ensuring all learners remain supported throughout the online course.

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- e) BTS will provide technical support to students experiencing issues with the LMS or course materials through multiple channels, including email, phone, and live chat.
- f) Academic and student support services will be accessible in accordance with the **BTS Student Support Policy** and the **Student Support Services List**, available on the BTS website.

5.3. Student resource requirements for online learning

- a) Students need access to suitable technology to complete an online course. This includes a laptop, desktop computer, or another device with a reliable internet connection and browsing capabilities, word processing programs and spreadsheet applications, as well as an installed PDF Reader.
- b) Students will also need regular access to a laptop, desktop computer or device with an adequate camera to undertake video calls or recordings for assessments as required.

5.4. Student progress tracking and intervention strategies

- a) Students are expected to make satisfactory progress throughout their enrolled course. Satisfactory progress is determined by meeting the following criteria:
 - To achieve satisfactory course progress, students must attain 100% competency in all units of study during their study period.
- b) BTS will closely monitor and record the progress of all learners, including the implementation of the **three-warning letter system**, to ensure they are making satisfactory advancements toward completing their courses within the expected timeframes, in accordance with the **Course Progress and Completion Policy**.
- c) If a learner is identified as being at risk of not making satisfactory progress, BTS will implement an intervention strategy, which may include:
 - Contact the learner to identify any issues or barriers hindering their progress, including personal, academic, or language difficulties.
 - Offer additional support such as one-on-one time with the trainer and assessor, study skills assistance, or other necessary accommodations, in accordance with the **Student Support Policy**.
 - Adjust the learner's Training Plan, if needed, to help them get back on track.
 - Refer the learner to relevant external support services, such as counselling or language support, as listed in the **Student Support Services List**.

- d) Intervention strategies will be recorded in the student's profile on the LMS, and regular follow-ups will be conducted to monitor the learner's progress.

6. Breaches

If a student or staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant Code of Conduct and Misconduct Procedure.

7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant Complaints and Appeals Policy, which can be accessed from the BTS website.

Document History:

Version	Date	Author	Reason	Sections
0.1	1/09/2025	Ivan Negro	Document Creation	All
1.0	15/09/2025	Allen Barry	CEO Approval	All

This document is UNCONTROLLED once printed.