2.1.0037 Remote Training Policy

PEER

1. Purpose

PEER offers a range of courses and qualifications that are delivered either face-to-face or remotely to our students. PEER is committed to providing a quality training experience for students studying remotely and this policy details our commitment.

2. Policy Statement

This policy aims to satisfy PEER's obligation to our school partners, our host and private employers, our students and our trainers and assessors in ensuring a safe and compliant learning environment using our remote training model. PEER will continue to provide high quality leading learning experiences for our students regardless of the mode of delivery PEER undertake, ensuring that all students are not disadvantaged through this process.

Our Values are, Caring, Respectful, Innovative, Collaborative, Courageous. These will continue to be at the core of what we do and helps to influence the decisions we make when moving forward with remote training.

3. Definitions

Remote Training: is interaction between the student and the trainer that takes place over the internet

Face-to-face Training: is interaction between the student and the trainer that takes place in a physical classroom

PEER Campus: is an online learning and student management system that enables PEER to deliver training with a range of resources and tools for students and employers

4. Policy Principles

PEER uses the Standards for Registered Training Organisations (RTOs) 2015 to guide the provision of nationally consistent, high-quality training and assessment practices for our remote training. All training and assessment is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

This policy covers the following principles:

- Child Protection
- Learning and Communication Platforms
- Class Management
- Remote Technical Trouble Shooting

5. Child Protection

For students who are under 18 years of age, PEER's trainers will continue to apply Child Protection Protocols and will be guided by South Australian Department of Education's Protective Practices Guidelines: https://www.education.sa.gov.au/sites/default/files/protective_practices_for_staff_in_their_interactions_with_children_and_young_people.pdf?v=1554684254

All of PEER's trainers and assessors hold a current Working with Children Check through the Department of Human Services (formally DCSI clearance) and are mandated reporters. This is monitored by the Compliance Coordinator at PEER and a copy of the clearance can be requested if required. Trainers and assessors will continue to receive professional development in child protection as required.

6. Training Systems

To enable effective remote training experiences to occur, PEER will only use the following training systems with our students:

- Microsoft Teams – class video calls; class and individual chats; individual voice calls (no individual video calls allowed); screen share
- PEER Campus
- Microsoft Office 365 Email (official PEER email account)

To protect the safety of all students at PEER, communication is to only occur through designated training systems authorised by PEER only. There is to be no communication with students outside of the approved training systems.

7. Communication

Phone

PEER trainers will not provide students, parents and employers with their mobile phone number under any circumstances. There may be circumstances that a PEER student, parent or employer may need to contact a trainer, this must be through customer service.

Social Media Accounts

PEER trainers are not to utilise personal social media accounts to communicate to students and furthermore, students should not communicate with a trainer via social media.

8. Class Management

PEER trainers and students are required to adhere to PEER's code of conduct in all communications and follow the Remote Training Guidelines that compliment this policy. All remote interaction between students and trainers is considered to be training and therefore the following principles should be applied:

- Students should be ready to commence class at the specified time by logging on to the specified training systems or they will be marked absent and an email sent to appropriate personnel
- Students and trainers need to follow the Remote Training Guidelines around etiquette, dress code and communication protocols
- All direct communication between the trainer and the student will be during business hours only. Any communication from the student outside of these hours will be addressed as soon as practical in business hours as per clause 6 and 7
- Inappropriate behaviour will not be tolerated and be reported to the Principal Trainer

9. Remote Technical Troubleshooting

If you are experiencing any difficulties with your ability to utilise PEER's remote training systems, please contact PEER as soon as possible to assist. If you have connection issues with your home computer, wifi or internet, you will need to contact your internet provider directly. PEER suggest you test out your ability to connect prior to class.

10. Policy Compliance

This policy applies to all PEER trainers and Subject Matter Experts (SME's). A failure to comply with any part of this policy may result in disciplinary action occurring, up to and including termination of employment.

Date	Description of Amendment	Prepared by	Authorised by
24/04/2020	Version 1: New Document	J. Ryan	P. Nolan