

Setting up an Online TVET System



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Our discussion today

- Introduction to Holmesglen
- Our offshore experience
- Our Indonesian experience
- Our environment
- Indonesian environment
- Australian government regulator response to COVID-19
- Our online and distance education capability
- Online and distance technical teacher education
- Virtual reality training in Holmesglen's Tunnelling Centre
- Online English
- Case study Japan- online English language
- Case study Japan- Cultural Diversity training with online teacher training
- Case study Japan- online tourism for university students
- Case study Mongolia- online underground mining training & assessment
- Case study China- online delivery of accredited Australian qualifications

Holmesglen

- Established in 1982, Holmesglen is Victoria's largest vocational education and training provider. We are one of Australia's only educational institutions to deliver across the entire range of qualifications from senior-secondary to vocational certificates and diplomas to higher education degrees and postgraduate programs.
- The Institute operates from seven Melbourne metropolitan campuses in Chadstone, Glen Waverley, Moorabbin and the central business district.
- We have a rural learning centre in North-East Victoria specialising in student study tours.



Holmesglen (continued)

Study areas include:

- English Language Programs
- Arts and Design
- Building & Construction
- Business, Accounting & Management
- Early Childhood Education
- Environment and Landscape
- Health Science & Nursing
- Hospitality & Cookery
- Teacher Training
- Travel, Tourism & Events

Our offshore experience

- We entered the international education sector in the late 1980s becoming the first institute to be registered as an English language provider for international students (ELICOS).
- Our internationalisation program gained a strong foothold and we have maintained our position as the primary destination for overseas learners studying at a public VET institute in Australia for over thirty years.
- Holmesglen has over 25 years of experience working overseas delivering transnational education and international projects. We have an English language training centre in Indonesia and multiple educational partnerships in China, Mongolia, Korea and Japan.
- Holmesglen has a strong record in managing large Middle East projects, particularly in Bahrain and Qatar.



What is Holmesglen doing in Indonesia?

- Holmesglen's key partner in Indonesia is the **Muhammadiyah Foundation**, the Islamic foundation representing over 30 million Indonesians. We have undertaken a number of projects including an English teacher training program- an intensive immersion into contemporary English language training methodology delivered by Holmesglen at multiple locations across Indonesia.
- We have delivered English language training through the Holmesglen Language Centre attached to the Universitas Muhammadiyah Tangerang with over 1,000 graduates from the program.

We are also contributing to other Indonesian activities as part of a larger **TAFE Victoria** consortium, including:

- Holmesglen is contracted by Indonesian-Australian company **PT ODG** - an electrical, instrumentation, mechanical and fire services contractor based in Jakarta. We will provide electrical training similar to that we deliver with our partner, Oyu Tolgoi in Mongolia.



Indonesia-specific engagement

Other **TAFE Victoria** consortium activities in Indonesia:

- Proposal to Indonesia Vocational Higher Education Revitalization Program 2020 for short courses in
 1. Audio Broadcasting for Podcast or Radio
 2. Fashion Design Illustration
 3. Website Security
 4. AUTOCAD Design
 5. Digital Design (UX/UI)
 6. Digital and Graphic Design

- IST teacher training for DIKBUD
- IST teacher training for Ministry of Industry
- Ministry of Finance for online short courses in:
 - Finance risk management
 - Financial modelling
 - Risk & performance management

Holmesglen's international team has a native Bahasa speaking member.

Current environment for Indonesia

We understand that online delivery and internet connectivity can be a great challenge in Indonesia.

Recent checks on speed shows Indonesia lagging behind most countries in the region. There are reasons for this:

1. Very high usage- Indonesia with its large young population is the third highest consumer of social media in the world with 150 million internet users.
2. Saturated network on 4G- so 5G may provide some solutions in the near future.
3. Widely different speeds across different regions, for example remote eastern provinces of Papua and West Papua having poor or no connectivity.



Effect of COVID-19 on TVET in Australia

- Recent experience with local and international markets impacted by the COVID-19 pandemic shows that workplaces are likely to be isolated and face reduced or even complete loss of work.
- Educational institutions may be completely closed with no services being provided.
- How do we turn this into an opportunity for improvement? We believe the current situation can provide openings for government, educational institutions and businesses, whether in Australia or overseas, to turn their focus on:
 1. alternative delivery methodology and
 2. a focus on the development of the existing workforce.



Current environment and challenges at Holmesglen

- Holmesglen has moved quickly to use e-learning and online solutions for local and international clients to ensure safe delivery. Holmesglen can provide online services for customised training programs, designed to reduce or remove the need for face-to-face contact.
- At Holmesglen, we were able to move strongly theoretical areas- such as our degree programs- into online study but have found it more difficult to provide these solutions for our trade-based areas, such as construction and engineering.
- Our workplace delivery is centred on practical application of learning at the workplace so participants enjoy the training experience while applying new skills and knowledge on the job.

This is not easily made compatible with online or distance learning.



Social distancing in trade areas at Holmesglen



Social distancing in trade areas at Holmesglen



Social distancing in trade areas at Holmesglen



Social distancing in trade areas at Holmesglen



Social distancing in trade areas at Holmesglen



Our online technology and distance education capability

Online:

- Holmesglen uses the student learning management system Brightspace as our online platform. Also known as D2L.
- Integrated to this we use Cisco WebEx Meetings and Teams.
- Participants will require either a desktop computer, a laptop, iPad or even a smart phone to link in with training. A video camera and microphone are also required if not built in.
- WebEx works best with Chrome as a web browser or with the official WebEx app available across all platforms. We provide support with setup sessions before the commencement of training to ensure all participants can connect with ease.
- All our on-line workshops are recorded and made available to learners within 24 hours of the session.
- Holmesglen also uses Moodle as a learning management system for our Mongolian project.

Our online technology and distance education capability

Distance education:

- Solutions can be tailored for different situations where items such as connectivity and costs are issues.
- Cisco WebEx, Zoom and other teleconferencing platforms may not be appropriate.
- We can use text-based solutions which can be either shipped or send electronic files to be printed by the users.
- To avoid learners feeling isolated, Holmesglen uses mobile phone support or apps supported in the country, such as WeChat, Skype, KakaoTalk or WhatsApp as well as mobile phone calls.
- Where email is functioning, we avoid large attachments and use plain text. If unavoidable, then PDF documents tend to be smaller than an equivalent Word document.
- Remote and offshore students with weaker internet connections can still use some of the functionality of our student learning system Brightspace.

Teacher Training and Resources



 **Overview**

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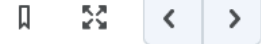
Welcome to the 'Remote Teaching and Learning' course.



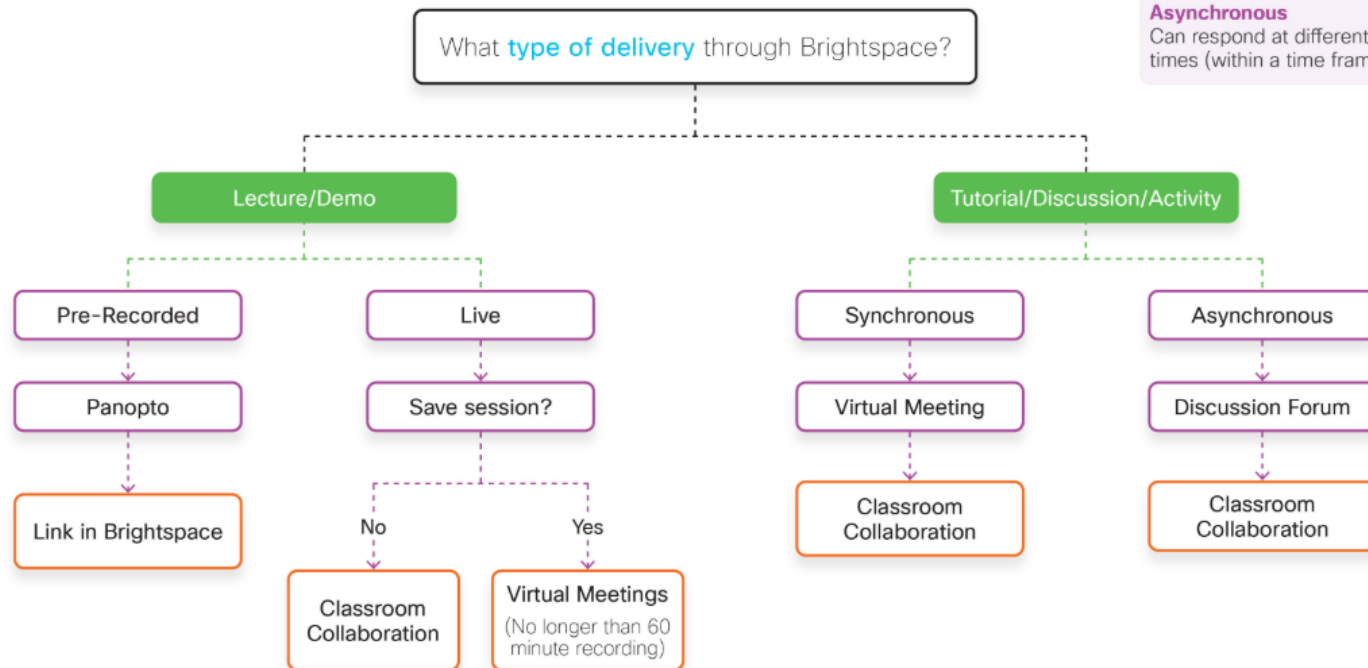
Teacher Training and Resources

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Types of Remote Delivery (Decision Tree) ▾



Brightspace - Types of Remote Delivery



Synchronous
Together at the same time

Asynchronous
Can respond at different times (within a time frame)

Online/distance technical teacher training

International Skills Training (IST) training:

The International Skills Training Courses were developed by Australian industry and the Australian Government to meet the growing demand for skills training in countries seeking to improve their TVET systems.

The programs can be delivered face to face or online.

International Training and Assessment Courses (ITAC)

Let's describe the delivery of the IST teacher training program which has the following three courses:

1. TVET Trainer
2. TVET Assessor
3. TVET Advanced Trainer and Assessor ("Master Trainer")

Online/distance teacher training (continued)

1. TVET Trainer Course

This course is for individuals to learn about how to become a trainer, particularly in the technical and vocational training sector.

This course has 3 units:

1. Prepare to deliver competency-based training and assessment
2. Deliver competency-based training
3. Prepare learners for formative assessment

2. TVET Assessor Course

This course is for individuals who are assessing competencies in the technical vocational education and training sector.

This course also has 3 units:

1. Conduct competency-based assessment
2. Participate in assessment validation
3. Assess for recognition of existing skills and knowledge



Online/distance teacher training (continued)

3. TVET Advanced Trainer and Assessor Course

This course is for individuals who want to take up a leadership role within a training organisation, enterprise or industry, and train others to become TVET trainers and assessors.

Participants are expected to have extensive knowledge of systems and processes, and be able to develop effective learning and assessment materials to improve professional practice in TVET.

This course has 5 units:

1. Provide leadership in training and assessment
2. Develop training programs, learning resources and assessment tools
3. Engage with industry for learning partnerships
4. Mentor trainers and assessors
5. Evaluate training and assessment programs

The first two programs take a week each, and the advanced Master Trainer course is two weeks.

Online/distance teacher training (continued)

TVET Advanced Trainer and Assessor Course

Holmesglen and our other TAFE Victoria partners have delivered this program in multiple countries, including India, China, Vietnam, Sri Lanka, India, the Philippines, Korea, Pakistan, Thailand and Indonesia.

The course is an inexpensive way to develop skills as a technical trainer, costing a fraction of the Certificate IV in Training and Assessment (TAE40116)



Teacher training costs

3. TVET Advanced Trainer and Assessor Course (continued)

As an example, here is a proposal provided to RISTEKDIKTI by Victorian TAFE institutes in 2019 for large scale training.

Phase	Activity	Cost Per Group (max. 25 participants per group)
Phase 1	• Selection of teachers to participant in the program across targeted disciplines • Pre-course preparation online module • Online Training and Assessment course delivery • Online mentoring and coaching	AUD \$30,000 Two week program
Phase 2	• Selection of “brightest and best” graduates from Phase 1 • Advanced Trainer Assessor course delivery • Online mentoring and coaching Recommended 25 teachers (maximum) per group	AUD \$30,000 Two week program
Phase 3	Master Trainer – train-the-trainer model • Ongoing mentoring and support • Licensing of material	To be negotiated

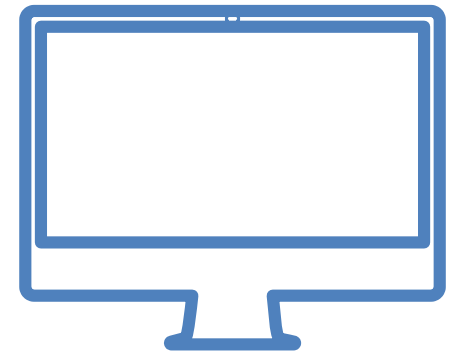
Virtual Reality training

- Holmesglen uses Virtual Reality training in our new campus, the Holmesglen Tunnelling Centre. The facility includes a replica mine tunnel and rail tunnel with a full-height entrance.
- VR is extremely expensive, time consuming to produce, requires specialised equipment and can only be delivered to small class groups.



Online English

- Holmesglen offers English in a live online classroom setting for learners from around the globe delivered by expert English language teachers in Melbourne.
- The program is delivered as 3x 60 minute live video conference sessions, four days per week supported by the latest in learner management systems. Learners interact in a virtual live classroom environment that includes pair and group work as well as whole class interaction with the teacher.
- In addition, each group is assigned tasks to apply their learning in realistic contexts that can include project work, presentations and research



Online English

- Learners also experience virtual excursions that focus on popular Melbourne and Australian tourism destinations including some of the best museums, art galleries and points of interest Australia has to offer.
- Participants' proficiency level is measured on entry, and at regular points throughout the course. On exit learners are provided with a comprehensive assessment of their English language proficiency and readiness for further studies.
- Students can join classes for as little as two weeks, and each level takes approximately 24 weeks to complete. Levels are from Elementary through to Advanced.



Online English

English for Specific Purposes

- We can also design and deliver special English language courses tailored to clients' needs. For example, we deliver programs customised for international study tours that includes practical work experience and training in the language of the industry, including Nursing, Early Childhood Education, Hospitality & Tourism, Business and Building & construction.
- These programs develop learners' knowledge of the vocabulary and concepts of the field, and provide the opportunity to engage online with staff and students from the relevant faculty. For example, as part of the nursing streamed English language program, students have guest speakers from the nursing field and work with buddies who have progressed in their nursing studies.
- These experiences provide an excellent language resource to practice the real life use of English.

Case study 1- online in Mongolia

Moodle assessment for Oyu Tolgoi (OT) mine site. Costs of Moodle licence, resource development staff (1.2 budgeted), administration and management

- For nine years, Holmesglen has delivered on our contract with Oyu Tolgoi (Rio Tinto) in the Southern Gobi Desert. The mine is one of the world's largest copper mines and accounts for 90% of Mongolia's exports.
- Our work includes supporting training for underground services for the mine's new push into this area after the open cut phase. New areas include maintenance crew members, high voltage and welding training.
- All programs provide online assessment through Holmesglen's Moodle Learning Management System in the Mongolian language.
- The project is a "third party contract" where OT provides the trainers to deliver the qualifications, with quality oversight, resource development, assessment and Australian certification by Holmesglen.
- Holmesglen has native Mongolian speakers in our international team for translation and interpreting purposes.

Case study 2- online in Sapporo, Japan

English language training through synchronous WebEx delivery to Rusutsu Resort

- Sophisticated set up at Holmesglen with speaker tracking cameras, large screens and high quality microphones.
- Issues with suitable set up at client end: Wi-Fi strength, no individual workstations and unsuitable stadium style seating.
- Changes in second year including individual headsets, seating suitable for group interaction activities.
- We now provide advice on correct set up for clients.

Case study 3- China 2020 partnerships

Usual delivery:

20 years of delivery to partners in Ningbo and Jinan

Accredited Australian diplomas delivered in English

One third delivered by Holmesglen teachers

Two thirds by partners' teachers

Textbook based

Urgent shift to online for 2020 as students could not attend classes and were locked down at home.

China 2020 partnerships

Challenges

- Urgent set up and delivery required.
- No experience in online training in China
- Could we meet the clients' needs?
- Could we run support for a minimum of 12 months across teachers' homes in Australia and hundreds of locations into individual students' homes in China?
- Were our teaching delivery resources ready- SCORM format, pre-existing online?
- Assessments- were existing materials suitable for online delivery?
- Were our teachers willing to take on the challenge?
- Were the teachers “tech savvy” and capable of online training?

China 2020 partnerships

Solutions (1)

- Use of two online platforms- one Holmesglen and one Chinese “friendly”.
- Writing of online bilingual manual for use of Chinese students and Australian teachers to ensure smooth uptake of technology for all involved.
- Recruitment and onboarding of suitably qualified bilingual teachers for first round of delivery i.e. Chinese native speakers.
- Holmesglen China team ran online teaching trials with Chinese partner coordinators prior to commencement.
- Holmesglen China team members, offshore program manager and coordinators all involved with observing and reviewing first session by every teacher.
- Changes to timetable with the offshore partner to make more suitable for online delivery.

China 2020 partnerships

Solutions (2)

- Pre-training sessions for all teachers who involved in online delivery on Holmesglen relevant policies, regulations and Chinese colleges' relevant policies, regulations including counselling on topics to be avoided.
- Running several online teaching trials with Holmesglen teachers until they were confident of the technology.
- Ongoing online Community of Practice set up for Holmesglen teachers to share experiences and tips on best practice for delivery and assessment.
- Holmesglen China team worked very closely with the teachers during the delivery period. They participated in the online classroom to monitor the class, provided feedback for the delivery session and risk management when some unpredictable situation happened.
- Ongoing simultaneous Professional Development for our staff and partners to ensure all teachers were holding qualification in the discipline being taught,

China 2020 partnerships

Solutions (3)

- Used the offshore student class head (monitor) to help for arranging teamwork, recording the attendance etc.
- Before the native English-speaking teachers started their class, Holmesglen China team members would meet them to familiarise them with the online platform.
- At the end of each unit delivery, Holmesglen ran evaluations asking students to comment on course contents, material, teaching style of the teacher etc. The feedback was used to improve subsequent delivery
- Holmesglen China team members talked with the Chinese students regularly to solve their issues and to answer their questions during the study period.
- Feedback from clients included letters of commendation from the presidents of the colleges to our Chief Executive commending and congratulating our team and teachers on the success of the program.

Chinese students studying online with Holmesglen









Your questions?

Contact Holmesglen International at:
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