

Online/blended professional development for TVET trainers

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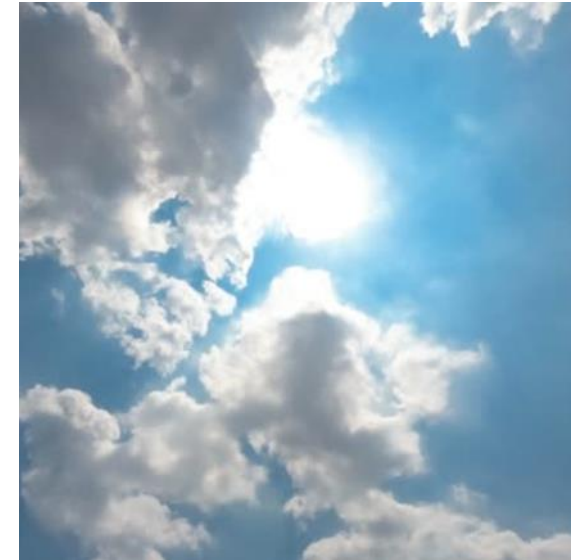
Three Phase Approach



**Rapid
Upskilling**



**Remote
delivery
Support**



**Transition to
new normal**

Time line



Date	Action	Phase
20 March 2020	Advised that we were going to transition to remote delivery	Rapid upskilling
23-27 March 2020	Rapid upskilling of teachers	Rapid upskilling
30 March- 9 April 2020	School holiday period. Continued rapid upskilling of teachers	Rapid upskilling
14 April 2020	Remote delivery commenced for theory components only	Remote delivery support
11 May 2020	On campus practical classes only	Transition to return to campus
3 August	Return to remote delivery only	Remote delivery support

Rapid Upskilling of Teachers: Stage Characteristics



- Uncertainty and some fear
- Lack of wide experience in remote delivery and use of communication technologies
- Fast design of policies and procedures needed to support the transition of the teacher workforce to remote delivery
- Fast review of IT Systems needed while maintaining cyber security
- Some teaching areas with complex needs such as
 - Corrections
 - Youth programs
 - Programs with placement
 - Programs nearing completion
 - Programs with practical focus
- All staff were exhausted at the end of this phase



Rapid upskilling of Teachers: Support programs

Provision of Computers

Existing Tech Solutions resources

- How to guides
- Job log online system
- Telephone Help Desk (increased staff)

Existing Teaching and Learning College resources

- Teaching Innovations online and telephone Help Desk
- Teaching and Learning Enhancement online and telephone support

Face to face sessions

- Microsoft Teams Training for Teachers
- Moodle work from home readiness training
- Teaching online using WizIQ Virtual Classroom
- Use Echo 360 video to capture, share and assess learning



Tech Solutions page in BHI Intranet



Technology solutions support Staff and Students at Box Hill Institute with IT access, systems management and support. The team also manages the IT infrastructure of BHI.

LOG A
SUPPORT
REQUEST



HOW TO
GUIDES



SERVICE
LEVEL
AGREEMENTS



FORMS



Tech Solutions: How-To Guides and Videos Sample



Remote Desktop Resources

- [Microsoft Authenticator App Setup Using an Android](#)
- [Microsoft Authenticator App Setup Using an iPhone](#)
- [Connecting to Remote Desktop from a PC](#)
- [Connecting to Remote Desktop from a Mac](#)
- [Video - Log into Remote Desktop using MFA](#)

Student Support Information for Distribution

- [Student Password Provisioning and Reset Process](#)
- [Student Wireless - BHI-StudentNEW Wi-Fi Connection Instructions](#)
- [Student Self-Service Password Guide](#)

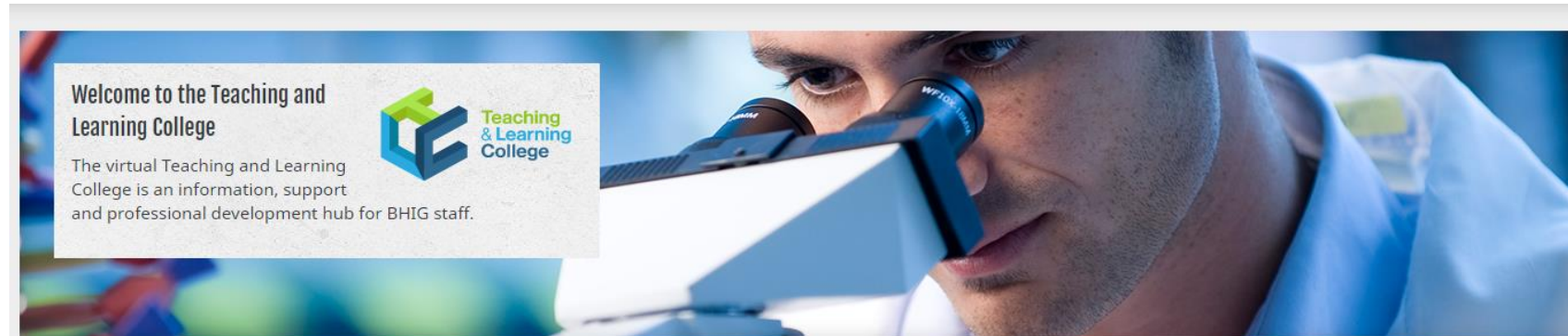
Staff Email & Calendar

- [Instruction on setup Staff Ipad & Iphone email](#)
- [How to Add an Additional Mailbox inside Outlook](#)
- [How to Connect to BHIG Email on an Android Device](#)
- [How to create an email archive](#)
- [Change members of a distribution or contact group](#)
- [How to Create a New Archive Folder](#)
- [Requesting Access to Another User's Mailbox](#)
- [Outlook Management - Mobile Device Error Message 'you are logged in to Outlook on more than 10 devices'](#)
- [How to Block an Email Address or Domain](#)
- [How to Share Your Calendar in Outlook](#)
- [Log in to emails offsite outside Remote Desktop](#)

New to Box Hill?

- [Brief Teacher Induction Video - 7 minutes](#)
- [New Starter Network Account Creation Process](#)
- [Customer Portal Ticket Creation Instructions V1.docx](#)
- [Obtaining access to G Drive](#)
- [Staff Wireless - BHI-Wireless Wi-Fi Connection Instructions](#)
- [Quick Guide - Cisco IP Phone](#)
- [Quick Guide - Outlook Voice Mail](#)
- [Update your Location and Phone Number to the Ourspace Staff Search Function](#)
- [Updating your Skype and OurSpace Work Phone and Work Mobile Phone Numbers](#)
- [How to log in to SEIK](#)
- [Connecting to Remote Desktop from a PC](#)
- [Connecting to Remote Desktop from a Mac](#)
- [Connecting to Remote Desktop from a PC - Corrections Victoria](#)
- [Payroll Timesheet Instructions](#)
- [How to Book an Appointment with IT](#)

BHI Teaching and Learning College

A banner image showing a close-up of a person's face looking through a microscope. Overlaid on the left is a white box with the text "Welcome to the Teaching and Learning College" and a description: "The virtual Teaching and Learning College is an information, support and professional development hub for BHIG staff." To the right of the text is a logo consisting of three interlocking cubes in green, blue, and yellow, with the text "Teaching & Learning College" next to it.

Welcome to the Teaching and Learning College

The virtual Teaching and Learning College is an information, support and professional development hub for BHIG staff.

Teaching & Learning College

Search Teaching & Learning College

My StudentWeb Units BHIGtube MasterClass Hub

Compliance Essentials
New to BHIG? Find inductions and orientations to get started in your job here.

Day to Day
Looking for support with your job? Here's where you'll find information about day to day needs.

PD program
Need to update or upgrade your skills or knowledge? See what PD is on offer, make an inquiry or book a workshop.

StudentWeb work from home readiness training

VIEW

05-08	06-08	10-08	12-08	13-08	13-08
Microsoft Teams Training	Enhancing your online uni...	Introduction to StudentWeb	Enhancing your online uni...	Use Echo 360 video to cap...	Micros... Training
Book	Book	Book	Book	Book	Book

PD Calendar

My Bookings

My PD Plan

KPI Report

Create Workshop

Session Attendance

Training 1-1

Reports

Filter by Name/Description



Filter by Category

 All

 System

 Working at BHI

 Assessment and RPL

 Design & Delivery

Active workshops

 Aboriginal Cultural Awareness 

 Community of Practice - Applied Research 

 Community of Practice - Teaching Excellence 

  Enhancing your online unit with visuals, media and learning activities 

  Introduction to StudentWeb 

  Microsoft Teams Training 

  Use Echo 360 video to capture, share and assess learning 

24/7 Learning

 Annual Refresher Training 

  Assessment Development Tools (ADT) 

 Box Hill Quality System - Online Course 

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Remote delivery Support: Stage Characteristics



- Teacher and student stress evident at the beginning and then dissipating slightly over two weeks
- Policies and Procedures in place
- Communication plan in place
- Focus on supporting everyone's mental health
- Teachers needing deeper learning about MS Teams and remote teaching pedagogies
- Teachers wanting to engage with each other
- Teachers changing the way they access information from the Institute



Remote delivery Support: Communication



Change in use of how teachers access information and communication from the Institute:



Issues logging into remote desktop

Much greater use of the Teams within MS Teams to communicate and share information

The same content needs to be available in multiple formats to ensure access for all

Remote delivery Support: Super Users

It is not possible for **all** support to be provided by the original support centres because of the increase in demand

Each teaching centre has nominated one or two Super Users who complete additional training to enable them to support their colleagues

All MS Teams and Moodle training broken down into beginner, intermediate and Super User to provide effective, targeted support



Remote delivery Support Programs 1.

Remote delivery workshops

- Microsoft Teams Training for Teachers
- Create and manage assignments in Moodle
- Enhancing your online unit with visuals, media and learning activities
- Track your learner's progress using activity completion in Moodle

24/7 learning resources

- Netiquette for remote delivery
- Remote delivery lesson design
- Strategies to support self-directed learning
- Flipped learning
- Remote learning: Printed material preparation (for Corrections Victoria teachers)

MS Teams, Email and telephone support

- Tech Solutions, Teaching Innovations, Teaching and learning enhancement via email, telephone and job log

Remote delivery Support Program: Multiple locations



Location of resources on MS Teams and Moodle

- Teaching Excellence Community of Practice
- Mentoring Community of Practice
- Applied Research Community of Practice
- Student Web support resources

MS Teams is used to:

- host the video communication
- store the files
- Use the chat function for people to assist each other

Remote delivery Support Program: Customised



Customised workshops

Teachers became very fatigued of learning new things.

Although there is a lot of material available at BHI and externally, teachers were not accessing it
Curated information delivered at Teaching area meetings in blocks, just for them



Remote delivery Program: Reward



Earners of this badge have quickly responded to a changed teaching workplace environment and demonstrated a positive and agile approach to transition. Earners have implemented the following strategies to maintain the teaching environment in a remote format: development of skills and knowledge in remote communication technologies; facilitating student and team collaboration; conducting or facilitating remote classes; conducting or facilitating assessment; and maintaining compliance requirements.

ISSUED BY
[Box Hill Institute](#)

CREATED
30 Mar 2020

Transition to return to campus: Phase Characteristics



- Teachers and Students want to return but are anxious about health and safety
- We have to change the way we deliver and assess to ensure social distancing
- We have to increase the number of classes because we cannot have the same numbers in a classroom
- Shortage of teachers to cover classes
- Some classes will not return to face to face delivery
- Need to maintain flexibility because some teachers and students will continue working remotely due to individual circumstance



Transition to return to campus

Health and Safety

- Training of Campus Concierge team to manage health and safety on entry
- Training of Teachers and support staff to implement new safety protocols

Resources

- Maintain the previous phase supports and add more face to face support
- Training more teachers to meet needs

Planning

- Some classes will remain blended
- Consider integrating more learning designers into teaching areas to create engaging learning resources

Remote delivery support #2



Personal

- Tired workforce
- Emerging mental health issues in individuals, family and friends

Program planning

- Focus on assessing students remotely where possible
- Development of student skills to film performance of tasks
- Investigation of third party reports in connection with video of task performance

