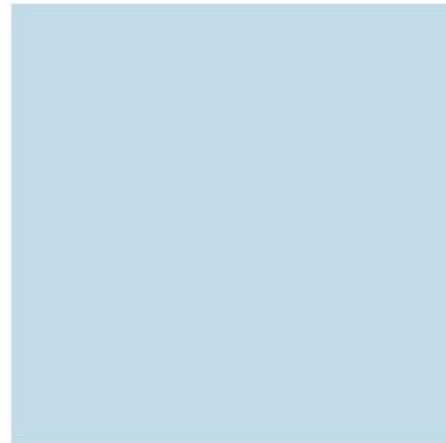


ONLINE ASSESSMENT AND CERTIFICATION

TOURISM, HOSPITALITY & COOKERY



Presented by Mr Nick Hyland & Mr Garth Lategan
William Angliss Institute, Australia

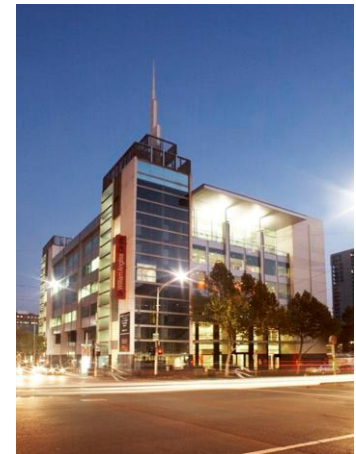
13 August 2020 – via Zoom Webinar



William Angliss Institute

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- Australian Government accredited specialist training centre for Foods Tourism, Hospitality & Events
- 20,000 students annually
- 4000 international students from 50 countries
- 400,000 graduates worldwide
- International campuses in China, Singapore and Sri Lanka



William Angliss Institute

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Involvement in Indonesia

ASEAN

- Development of Common ASEAN Tourism Curriculum (CATC)
- Developed 52 qualifications and 242 Competency Standards & Toolboxes
- Conducted Trainer and Assessor Programs in Bali

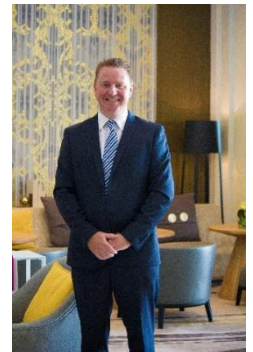


Introductions

4

Ms Nick Hyland

- ❑ Senior management in international hotel organisations
- ❑ 18 years WAI educational management experience
- ❑ Development and delivery of qualifications and resources for international campuses and leading industry organisations



Introductions

5

Ms Garth Lategan

- ❑ Teacher and Training
- ❑ Subject co-ordinator for finance
- ❑ Technology trainer and advisor to facility
- ❑ Development of assessments specialising in finance

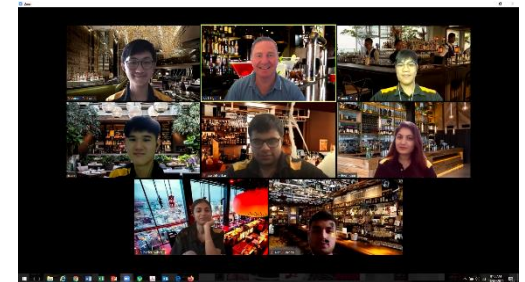


Online Strategy

6

Overall objectives

- ❑ Maintain same level of 'holistic educational experience' for students, in an online environment, or combination of both
- ❑ Take advantage of access to teachers, in a global setting
- ❑ Provide easy access to learning resources, anywhere & anytime
- ❑ Explore new online opportunities
- ❑ Access new markets and students
- ❑ Maintain quality learning and assessments, to meet compliance requirements

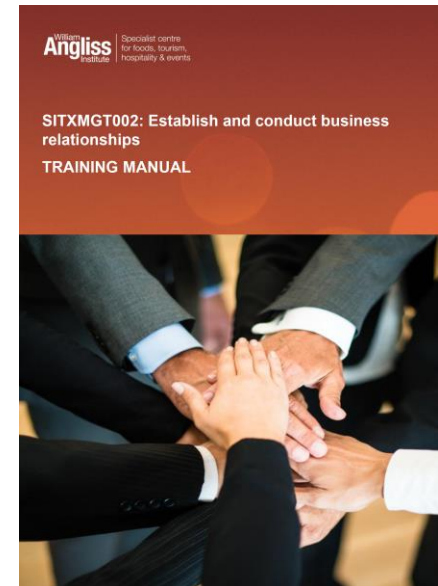


Online Strategy

7

Overall objectives

- ❑ Utilise flexible approaches to the learning experience
- ❑ Continue the education calendar as scheduled
- ❑ Provide online educational and pastoral support for students
- ❑ Maintain and enhance industry connections through guest lectures



Online Strategy

8

Current status

- ❑ Continued to deliver subjects in Australia, China, Singapore & Sri Lanka with minimal delay in studies
- ❑ Conducted online learning and assessment has been conducted since February 2020
- ❑ Practical classes still conducted meeting COVID19 guidelines

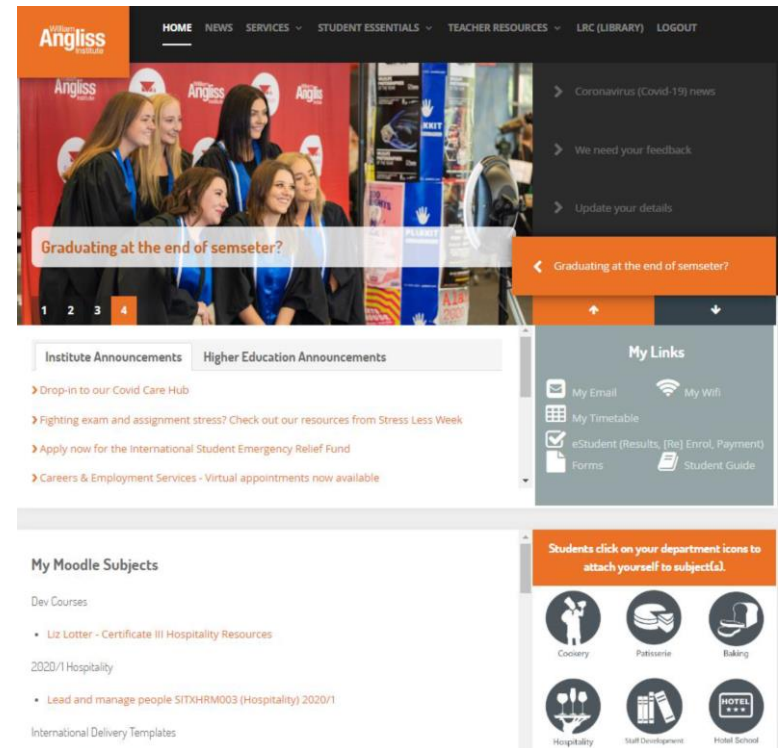


Key online technologies

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MyWAI

- ❑ Online orientation
- ❑ Access to WAI online services
- ❑ Access to online Library
- ❑ WAI communication portal
- ❑ Access to Learner Management System (LMS) subjects (moodle)

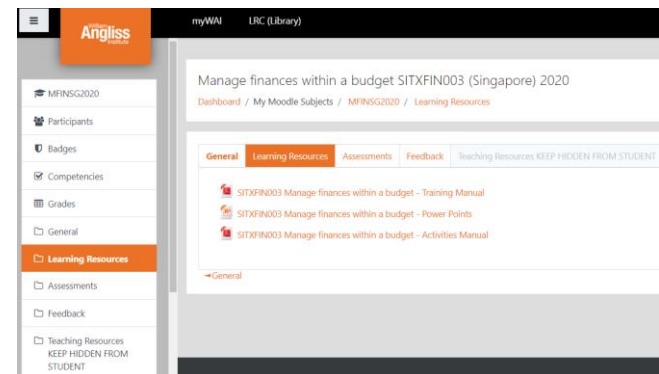


Key online technologies

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LMS / Moodle

- ❑ Centralised point for resources and communication
- ❑ Students are able to download electronic versions of Training Manuals, Power Points and assessments
- ❑ Students can upload assessment and evidence directly into system
- ❑ Online written tests can be conducted
- ❑ Teachers can access, grade and comment on student assessments
- ❑ Monitoring of student progress
- ❑ Aligned with Student Management System (SMS)



Learning strategies

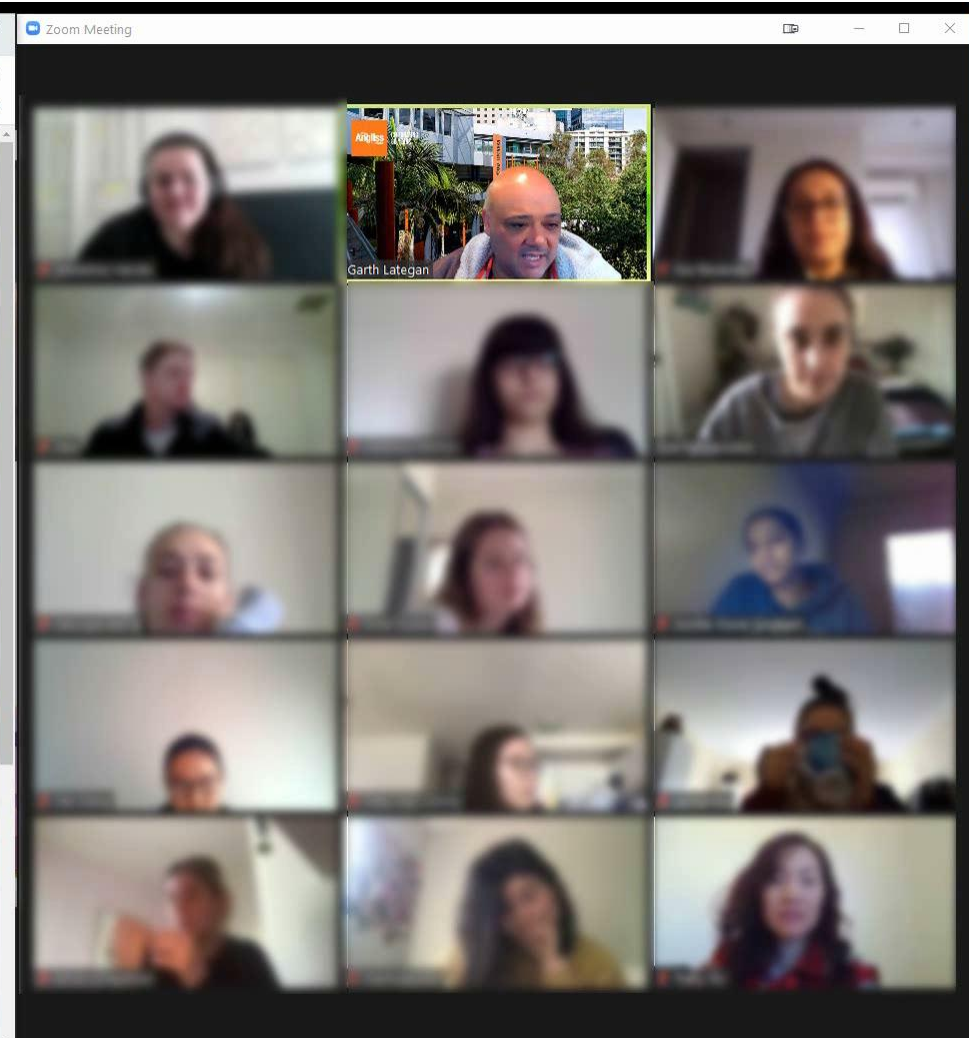
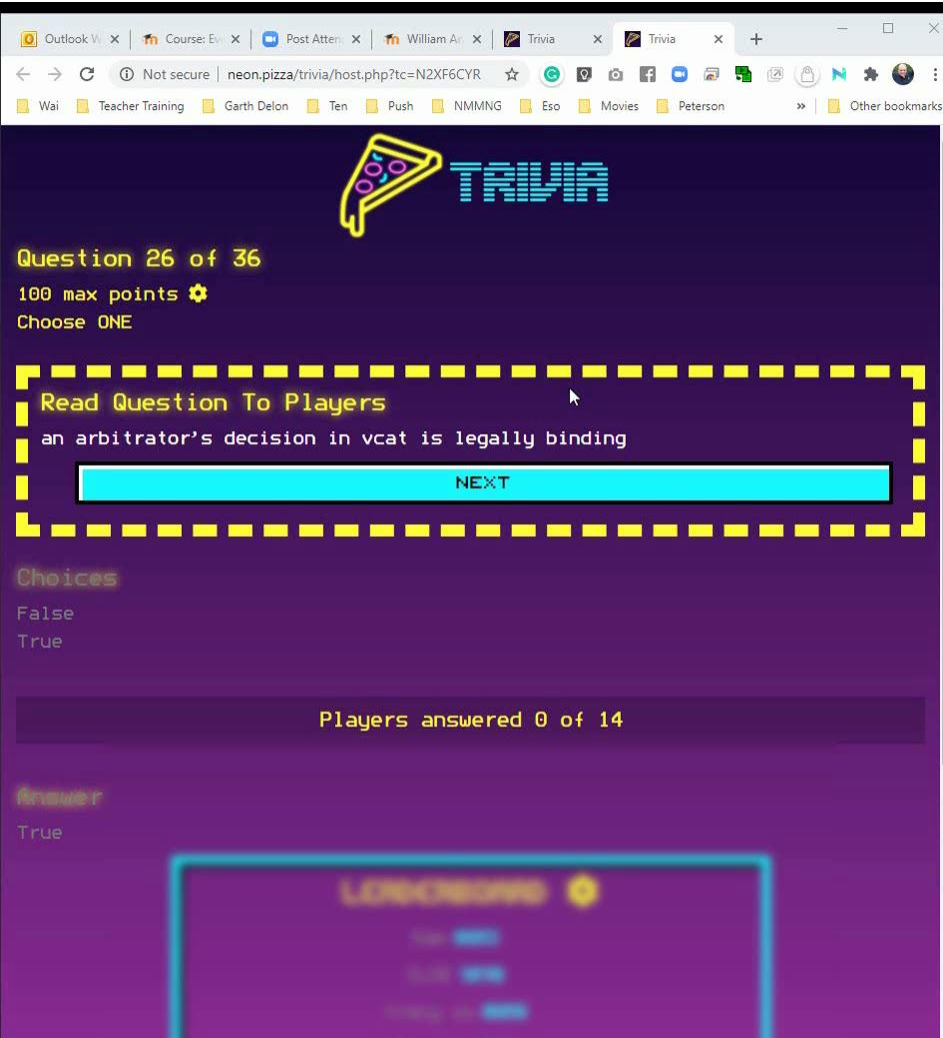
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Examples of online learning tools

- ❑ Zoom online lecture
- ❑ Youtube
- ❑ Echo360
 - ❑ centralised depository for videos
 - ❑ conduct and record classes for conversion to video
- ❑ Websites
- ❑ Virtual organisations
- ❑ Activity Books
- ❑ Role Play and discussions



Examples of online classes



Learning strategies

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Use of virtual workplaces

- ❑ <http://www.3dverge.com/project/bar-restaurants/>
- ❑ <http://www.virtualfieldtrips.edu.au/vft/>

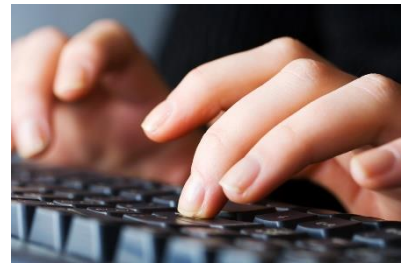


Assessment strategies

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Online portfolios

- ❑ Students encourages to conduct online research
- ❑ Students prepare electronic assessments and submit directly into their moodle account
- ❑ Students present via zoom to teacher and class, incorporating peer evaluation



Assessment strategies

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Online written questioning

- ❑ Students conduct exam on zoom
- ❑ Teacher sets controlled start & end times of exams, including password entry
- ❑ Students conduct online exams, with shuffle options, directly into moodle
- ❑ Students keep cameras on at all times
- ❑ Oral questions can be asked to validate authenticity



Assessment strategies

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Online oral questioning

- ❑ Questioning can be conducted on zoom or via whatsapp
- ❑ Oral questions can be used to validate authenticity or expand on written test answers



Assessment strategies

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Online practical demonstrations

- ❑ Flexibility in simulated environments
(eg *making own room at home, cooking meals in home kitchen*)
- ❑ Teacher and students conduct live assessment on zoom
- ❑ Students can submit videos of practical skills
- ❑ Oral questions can be asked to assess underpinning knowledge



Assessment strategies

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Other online assessment strategies

- ❑ Present to peers using Zoom
- ❑ Create an online glossary in a wiki
- ❑ Feedback in online discussion forum
- ❑ Students conduct zoom meetings and assessed
- ❑ Create or contribute to a blog
- ❑ Create a screen cast using power point
- ❑ Discuss using Zoom
- ❑ Participating in webinars using Zoom
- ❑ Social media contributions (screen shots)



Online benefits

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Benefits experienced in conducting online learning and assessment

- ❑ Greater access to potential students, regardless of location
- ❑ Reduced costs
- ❑ Flexibility with scheduling
- ❑ Interactive fun through technology
- ❑ Reduced stress on infrastructure
- ❑ Greater use of online resources and avenues
- ❑ Easier access to specialist teachers
- ❑ Lower environmental footprint, due to reduction in printing



Online challenges

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Challenges	Approach
Peer to peer interaction	Regular classes via zoom Greater group work Breakout rooms
IT capacity of staff and students	Orientation sessions Detailed clear instructions Dedicated classes to upskill teachers in IT
Authenticity of student work	Live visual assessment sessions Use of oral questioning
Access to stable IT hardware and internet connectivity / digital gap	Access to digital resources for online and offline use Utilising central hubs for access to IT and physical resources (library, school, community centres) Use of recorded zoom or Echo360 sessions Phone calls

Online challenges

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Challenges	Approach
Ability to conduct assessment requiring specialised practical equipment	To be conducted when classes resumes Utilising local hotels, businesses
Mental support & connection with other students	Weekly informal group classes Online support sessions Dedicated support services, advisors and counsellors
Maintaining of teaching calendar	Rescheduling of order of subject delivery

Certification

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Key considerations

□ Ensuring units meet requirements of 'Competency Standards':

□ LEARNING

- Elements of Competency
- Performance Criteria

□ ASSESSMENT

- Knowledge Evidence
- Performance Evidence
- Assessment conditions

The Australian Government is continuing to respond to the developments of COVID-19. You should check the Department of Education, Skills and Employment's [website](#) regularly for information on COVID-19.



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Unit of competency details

BSBMGT617 - Develop and implement a business plan (Release 1)

Summary

Usage recommendation: **Current**

Mapping	Notes	Date
Supersedes and is equivalent to BSBMGT617A - Develop and implement a business plan	Updated to meet Standards for Training Packages	24/Mar/2015

Release Status: **Current**

Releases	Release date
1 (this release)	25/Mar/2015

[Export summary to Word](#)
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<https://training.gov.au/Training/Details/BSBMGT617>

Certification

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Key considerations

- Delaying specific practical assessments until classes return
- Use of moodle as system to:
 - Collect assessment evidence
 - Monitor progress of students
 - Record assessor grades and comments
 - Link to Student Management System
- Establishment of internal audit process
- ASQA conducts external audits



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Industry learning

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Opportunities for industry to participate in online learning, assessment and qualifications

- ❑ Linking with educational providers to gain qualifications, regardless of geographical locations, at a reduced fee
- ❑ Use combination of institute and organisational trainers
- ❑ Enable learning to take place during a quiet time for industry
- ❑ Enable recognition of current employee competencies
- ❑ Grill'd



Questions

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Do you have any questions?



**For further questions or information please contact Nick Hyland
at nick.hyland@angliss.edu.au**

Thank you

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