



Australian Government

CHCEDS042 Provide support for e-learning

Release: 1

CHCEDS042 Provide support for e-learning

Modification History

Release 1. CHCEDS042 Provide support for e-learning supersedes and is not equivalent to CHCEDS013 Use an e-learning management system.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare for, implement and review student e-learning in the context of a pre-arranged course or program.

The unit applies to education support workers who operate under the guidance and supervision of a teacher or other educational professional. They work mainly with students in classroom settings in primary or secondary schools, as defined by State/Territory legislation.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Education Support

Unit Sector

Children's Education and Care

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Prepare to support e-learning.
 - 1.1. Identify and access resources and processes that support and enable e-learning according to organisational requirements.
 - 1.2. Check functional effectiveness of e-learning management system against requirements.
 - 1.3. Identify any issues impacting effectiveness of e-learning management system and report to supervisor.
2. Implement e-learning support.
 - 2.1. Confirm learning outcomes with students and teachers and establish access to e-learning technology and materials according to individual needs and the e-learning strategy.
 - 2.2. Assist students through identified personal and technical support mechanisms and manage contingencies according to organisational policies and procedures.
 - 2.3. Use learning management system to track e-learning progress and outcomes according to the learning strategy and privacy requirements.
3. Review e-learning.
 - 3.1. Review the e-learning program for applicability to student needs and the organisation's capacity to support the process.
 - 3.2. Obtain feedback from students about their level of satisfaction with e-learning against set criteria.
 - 3.3. Gather feedback from other stakeholders on the use of the e-learning management system and e-learning approaches generally.
 - 3.4. Use feedback to identify areas for follow-up or improvement and document recommended changes in accordance with organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below.

SKILLS	DESCRIPTION
Reading skills to:	• review e-learning programs and feedback.
Writing skills to:	• produce accurate, informative reports.
Oral communication skills to:	• ask open and closed questions and actively listen to seek information from teachers and students and confirm understanding.
Problem-solving skills to:	• identify hardware and software issues and contingencies to rectify.

Technology skills to: • navigate and use appropriate functions of an e-learning management system

Unit Mapping Information

Release 1. CHCEDS042 Provide support for e-learning supersedes and is not equivalent to CHCEDS013 Use an e-learning management system.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCEDS042 Provide support for e-learning

Modification History

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- set up and use an e-learning management system to support work with two different students on at least one occasion for each student, including each of the following:
 - confirming the desired learning outcome for the student
 - testing and using communication and download and upload features
 - identifying and managing contingencies if issues arise
 - evaluating effectiveness and providing feedback.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- e-learning management systems and associated organisational policies and procedures currently available for the relevant work context, and their benefits and limitations
- organisational processes to evaluate and review e-learning to improve outcomes
- basic principles of the operation of the internet
- relevant legislation and industry codes of practice relating to:
 - copyright
 - cyber-bullying
 - privacy
 - work health and safety
- core features of e-learning systems:
 - types of communication with student cohort
 - process for uploading and downloading of materials
 - management of work
- considerations when using an e-learning platform:
 - course content
 - course structure
 - presentation styles
 - technologies

- student outcomes
- organisational outcomes
- support mechanisms for students undertaking e-learning programs:
 - online teacher or facilitator
 - site-based teacher or facilitator
 - site-based or virtual peer group
 - help desk or technical experts
 - user manuals, instructions and guides
- learning process in an e-learning environment and specific considerations for:
 - communication
 - motivation and momentum
 - levels of support.

Assessment Conditions

Skills must be demonstrated in the workplace:

- performance evidence may be collected through direct observation by the assessor or authenticated third-party reports
- third-party reports must be supplemented by other forms of evidence.

Interactions with students must be supervised by a teacher or other educational professional.

Assessment must ensure access to:

- e-learning management system
- an existing e-learning program
- organisational policies and procedures for e-learning
- students in a school
- colleagues for guidance and collaboration.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors.

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