

**E-LEARNING SERVICE STANDARDS – CITY OF LIVERPOOL COLLEGE 2020/21**

<b>CRITERIA</b>	<b>STANDARD</b>	<b>MEASURING PERFORMANCE</b>	<b>COMPETENCIES</b>
<b>Information &amp; Access to Resources</b>	<ul style="list-style-type: none"> <li>• Information on VLE page for staff on how to contact staff, training resources and support</li> <li>• Information on staff intranet/SharePoint on how to contact staff, training resources and development news</li> <li>• Information on VLE page for students, help resources developed for identified needs</li> <li>• Provide face-to-face training sessions for staff in areas such as Planet eStream, Accessibility, Microsoft applications etc.</li> <li>• Provide access to resources such as BKSb, WordPress, ParentPortal and VLE</li> <li>• New staff are contacted to check access requirements to VLE courses</li> </ul>	Webpage traffic  Content audit  Training feedback	Digital skills  Customer service excellence skills  Communication skills
<b>Delivery</b>		System records	Digital skills

	<ul style="list-style-type: none"> <li>• Methods for receiving requests are via phone, email, tawk.to, ProPortal Administration, VLE course page requests, feedback forms, drop in, Teams messages</li> <li>• Response time of 1 working day for all requests. Aim to complete requests within 2 working days but where this is not possible staff will be advised of anticipated resolution time</li> <li>• Service hours at 08:30 – 16:30 Monday – Friday, this will be clearly stated on relevant sites</li> <li>• Digital display, announcements, duty monitor rota will be audited weekly to make sure that information is current and accurate</li> <li>• WordPress, Moodle and BKSb platforms will be checked weekly to make sure they are performing as expected</li> <li>• A service timeline will be developed to ensure that key updates, housekeeping, maintenance and archiving takes place at the appropriate times</li> <li>• Where development work will interrupt service delivery users will be given appropriate notice</li> </ul>	<p>Feedback forms on VLE/SharePoint site</p> <p>Completed tasks recorded on tawk.to and email records</p>	<p>Customer service excellence skills</p>
<p><b>Culture</b></p>	<ul style="list-style-type: none"> <li>• The eLearning team adhere to the college ethos and values relating to equality and diversity</li> </ul>	<p>College Equality and Diversity Policy</p> <p>Appraisals</p> <p>Staff Development and</p>	<p>Communication skills</p> <p>CPD</p> <p>Subject knowledge</p>

	<ul style="list-style-type: none"> <li>• We offer an information, advice and guidance service that is GDPR compliant free, impartial, non-judgemental and up to date</li> <li>• We treat all people accessing our service with dignity and respect</li> <li>• All staff will receive annual appraisals, including personal development plans</li> <li>• All staff will be trained on new developments and resources as they become available</li> <li>• Staff will work closely with relevant college groups (IT, MIS, Quality) to ensure strategic goals are met</li> <li>• Close links with professional networks will be maintained to ensure appropriate opportunities to share good practice</li> <li>• All staff will participate in whole Staff Development Days</li> </ul>	<p>Training Records</p> <p>Mandatory attendance</p>	
<p><b>Timeliness and Quality / Customer Insight</b></p>	<ul style="list-style-type: none"> <li>• An annual report on performance against the standards listed in the Quality Standards</li> <li>• Feedback from the two rounds of Focus Groups per academic year – the results will be analysed and considered in relation to service improvements</li> <li>• Questions relating to eLearning in the College student surveys will be analysed and considered in relation to service improvement</li> </ul>	<p>Quality Standards</p> <p>Focus Group Meetings</p> <p>NSS feedback via HE Strategy</p> <p>NSS Survey Results</p> <p>Focus Group Minutes</p>	<p>Customer Service Excellence skills</p> <p>Data management skills – Excel, Power BI</p> <p>Knowledge of FE and HE curriculum offer</p>

	<ul style="list-style-type: none"> <li>• Questions relating to eLearning in the National Student Survey will be analysed and considered in relation to service improvement</li> <li>• Internal or external reviews on the performance of the College will be read for feedback on eLearning performance in relation to that review</li> <li>• Feedback from comment and feedback forms will be monitored, analysed and considered in relation to service improvement</li> <li>• Any complaints, queries or suggestions made either by email, via our online feedback form or via the COLC official complaints procedure within 5 working days</li> <li>• Regular curriculum meetings will seek feedback from teaching staff and other colleagues</li> </ul>	<p>(January &amp; May for Focus Groups).</p> <p>Complaints procedure records</p>	
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