



DIOCESE OF
LISMORE
CATHOLIC SCHOOLS OFFICE

ONLINE
EDUCATION
CENTRE

School Principal/Facilitator/ Mentor/Supervisor Support Booklet





WELCOME TO THE DIOCESE OF LISMORE ONLINE EDUCATION CENTRE


I would like to take this opportunity to welcome you to the Diocese of Lismore Online Education Centre as a participating school.

Your decision to enrol students in a Preliminary HSC or HSC course and to study online with us represents an additional commitment for you. The management of students, particularly those studying via a distance education provision, requires considerable investment in terms of time, energy and finance. We acknowledge this commitment with your provision of a student supervisor as our first point of contact at your school for our staff and your online students.

The staff of the Online Education Centre are very aware of the commitment students are making and that they may experience some difficulties along the way. I am sure you will find us cognisant of your student's situation and eager to provide as much support as we can.

There are various reasons why students choose to study via this mode of delivery. Whatever their reasons, we are hopeful that they find their studies both challenging and rewarding. We are sure that their engagement in this course will have a significant impact on their learning in other areas, and into the future.

I thank you for your support of our courses and wish you all the best for a successful school year. If you encounter any difficulties you should feel comfortable to contact us.



Ian Lutton
Online Education Centre Manager

1. History of the Diocese of Lismore Online Education Centre

The centre provides a limited number of Preliminary HSC and HSC courses to senior students enrolled in Catholic systemic, congregational and independent high schools across NSW. The centre provides students with single course enrolment in subjects which may not run at their home school or may not be selected for structural reasons. Students elect to study these subjects using a variety of emerging technologies and under the supervision of an online teacher and a facilitator/mentor/supervisor at their home school. The centre acts as an external provider registered and accredited within the Diocese of Lismore system of Catholic schools. It has been in operation since 2002 with successful HSC candidature in each year since. Currently there are over 140 students enrolled.

1.1 Contacting Us

Diocese of Lismore Online Education Centre
c/- PO Box 158
LISMORE NSW 2480

ph: 02 6627 6218
email: oeclism.catholic.edu.au
web: <http://oeclism.catholic.edu.au>

2. Staff

The manager and course coordinator of the program, Mr Ian Lutton, is initial point of contact for all administration matters; such as contact for enrolments, change of address, student progress, reporting, withdrawals, technical support and technical issues, dispatch of materials, financial matters and general administration enquiries. He is available between 8:30am and 5:30pm on any day by phone on 0476 999 958 or email at ian.lutton@lism.catholic.edu.au

Ian will be pleased to discuss any aspect of the program with you personally, including how the program can be tailored to meet student's individual needs.

The teachers of our courses are highly experienced and dedicated staff and each of them has had a number of years experience in teaching distance education students. Sometimes you will find the teachers are full time staff members from a Catholic School within the state. The contact details for the teachers are provided below. Email is usually the most effective form of communication, as staff members access their email messages on a regular basis, even if away from school. Most staff also have voicemail, or a message can be relayed through the course coordinator who will pass on the message.

The Diocese of Lismore Online Education Centre staff will support you with every aspect of the program. Please feel free to contact us at any time for assistance or clarification of matters.

Our staff will ensure every effort is made to contact you as soon as possible upon receipt of your message. Please do not delay in seeking assistance or clarification.

2.1 Staff Contact Details

Course Coordinator

Mr Ian Lutton
c/- PO Box 158
LISMORE NSW 2480

ph: 02 6627 6218
mobile: 0476 999 958
email: ian.lutton@lism.catholic.edu.au

Administration Assistance

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LISMORE NSW 2480

ph: 02 6627 6218
email: riki.wood@lism.catholic.edu.au

Teachers

Aboriginal Studies

MATTHEW BROWN

mobile 0431 901 831
email matthew.brown@lism.catholic.edu.au

Ancient History

ROSEMARY MORGAN

mobile 0408 698 043
email rosie.morgan@lism.catholic.edu.au

Economics

CHRIS CORE

mobile 0407 762 108
email christopher.core@lism.catholic.edu.au

Engineering Studies

JOHN ROCHFORD

mobile 0419 996 520
email jrochford@lism.catholic.edu.au

Information Processes and Technology

KATHY MCALISTER

mobile 0422 012 432
email kathy.mcalister@lism.catholic.edu.au

MIKE CUSACK

mobile 0407 754 207
email michael.cusack@lism.catholic.edu.au

Japanese Beginners

RIKAKO DEGENS

mobile 0402 782 171
email rikako.degens@lism.catholic.edu.au

Software Design and Development

PHILIP OKE

mobile 0425 298 458
email phil.oke@mn.catholic.edu.au

MIKE CUSACK

mobile 0407 754 207
email michael.cusack@lism.catholic.edu.au

3. Enrolment Information

The Diocese of Lismore Online Education Centre is registered and accredited by the NESAs under the Non Government Schools Registration and Accreditation process with the system of schools in the Lismore Diocese. The centre has a number which will appear on eBOS as **Centre Number 77929**.

The centre meets all the requirements of the ACE manual and the NESAs rules related to the delivery of Stage 6 courses.

3.1 Courses

The courses offered by the Diocese of Lismore Online Education Centre are:

- Aboriginal Studies
- Ancient History
- Economics
- Engineering Studies
- Japanese Beginners
- Software Design and Development (SDD)
- Information Processes and Technology (IPT)

These courses run subject to viable class numbers each calendar year.

4. Enrolment of Students

4.1 Lodging Applications

Completed applications must be lodged by the principal of the home school and include their endorsement of the applicant. Applications close in November of the preceding year but do not provide automatic entry to courses. Courses are not guaranteed to run and are subject to minimum numbers. Late enrolments are accepted if places are available.

4.2 Students with Additional Needs

All relevant information about a student's history which could influence their ability to complete an online course, engage with the teacher and other students appropriately or travel to a compulsory regional workshop session needs to be documented and forwarded by the principal of the home school to the Diocese of Lismore Online Education Centre with the application.

4.3 Accelerated Progression

Accelerated progression is a strategy appropriate for exceptional students and is available to these students as determined by the principal of the student's home school and the Online Education Centre in accordance with the New South Wales Education Standards Authority (NESAs) guidelines. The centre does not provide a compressed curriculum (Preliminary and HSC in one year) and would commence the Preliminary course while the student was in Year 10. **as an option but rather accepts students who have accelerated Year 9 and 10 into one year.**

4.4 Quotas

All schools will have a quota on the number of student enrolments in any one course we provide. If you are considering using the centre for the first time or increasing your enrolments and would like further information, please contact Andrew Burgess.

4.5 Late Applications

Late applications and transfers of students from other schools are possible if places are available. These are able to be processed up to week four of Term 1. In a case where the class is full, students can be placed on a waiting list which becomes invalid four weeks after the course has commenced.

4.6 Changing Schools

For students not currently enrolled in the centre, an application for enrolment is processed subject to availability of a place, the suitability of the student and the timeframe. Every effort will be made to provide continuity of study to a student when the study has been interrupted by transfer to another school.

For students currently enrolled in the centre, a new application is submitted from the home school with all relevant details completed.

Note *A student would have the option of completing the course in a face to face class at the new home school if one was available.*

4.7 Enrolment Enquiries

Please direct all enquiries to Ian Lutton, Course Coordinator, Diocese of Lismore Online Education Centre.

4.8 Notification of Acceptance

Parents will be notified by mail of their child's acceptance into an online course. Students also receive an information booklet which provides additional information including instructions on how to access the internet based components of the course. In some courses a study materials package will also be mailed to them. This process normally takes place in the January holiday period.

4.9 Appeals Process

Principals wishing to appeal a decision not to enrol a student may request a review of the decision. A letter of appeal should be lodged directly with the Director of Catholic Schools, Diocese of Lismore with a copy made available at the same time to the manager of the centre.

4.10 Induction of Students

The notification of acceptance letter will also provide username and password details on how to access the email account provided to students for their online learning course.

The expectation is that students will access the email account provided for them and respond to the messages and instructions prior to the start of Term 1, irrespective of the date your school returns.

We need to be sure that students are able to access the web based course content and require them to log in using the emailed instructions provided.

We will also ask them to check that the computer at home is configured to allow access to our sites and the various technologies we use. The course coordinator will be available during this time to sort out any technical issues they may have and to assist with the induction.

Some induction of students to online learning policy and procedures may be required at the local school level and we would recommend the facilitator/mentor/supervisor complete this task.

5. General Conditions of Enrolment

The following requirements apply to all enrolments:

- Students must be enrolled in a NSW non government systemic, congregational or independent Catholic high school or college.
- Enrolment is in a 2unit course (and represents a minimum of courses studied by distance education).
- The course cannot be studied at the home school due to timetable or other structural constraints.
- The home school will allocate a staff member to act as a facilitator/mentor/supervisor to the student for the duration of the course.
- The home school if requested would be made available as a venue to host a regional workshop or seminar day for students, provided a suitable date and time was negotiated.

5.1 Responsibilities of the Home School

Enrolment will be considered only when the home school principal certifies that:

- Students are capable of working independently.
- A member of the teaching staff has been nominated as a student facilitator/mentor/supervisor to perform the role as outlined in Section 6 below.
- Students will return work regularly and complete all set tasks including assignments, formal examination and assessment tasks.
- The home school is responsible for any discipline issue that may arise.
- Students will be provided with the required support resources.
- The students' home school will lodge all the required entries for external examinations.
- The home school will work with the Diocese of Lismore Online Education Centre to manage student welfare and academic progress.
- Students are not studying more than **13 units** and are aware of NESA minimum requirements.
- Students should consider carrying additional units for up to 6 weeks only in a preliminary HSC year.
- The home school will inform the online teacher of any absences from school for illness, misadventure or discipline.
- Students with any learning difficulties or issues are identified to the centre.
- Every effort will be made to have students participate in the regional workshop/seminar days.
- Inform the OEC of any changes to students' enrolment at the home school - this includes mailing and home contact details.
- Inform the OEC of any changes to the facilitator/mentor/supervisor role or contact details at the home school - including periods of extended leave, long service leave or sick leave.

6. The Facilitator/Mentor/Supervisor Role

The home school must provide a staff member who will act as a facilitator/mentor/supervisor to the online student(s). They may or may not have expertise in the student's particular subject area. Their role is to support students in all aspects of their online study. They are the student's first point of contact in the school and facilitator/mentor/supervisors are encouraged to meet with them regularly. Each facilitator/mentor/supervisor is in contact with the online teacher on a regular basis and they will be kept up to date on student progress. This is normally done via email every two weeks. The school facilitator/mentor/supervisor acts on the teacher's behalf in the school in relation to student progress and application. They are responsible for ensuring assessment tasks are completed appropriately and returned to the teacher and the student facilitator/mentor/supervisor will know of upcoming tasks via a notice from the online teacher. They are also able to arrange telephone connections with video with the teacher during school hours when required.

The role description for the facilitator/mentor/supervisor of students studying online subjects in schools will be an evolving one given the nature of the school and the courses. However a number of key elements to the role are outlined below.

6.1 Key Elements of the Role

The facilitator/mentor/supervisor will form part of an overall support network for students which includes the course coordinator, teacher, parents and other students. They will act as a first point of contact within the home school, fulfilling an organisational, administrative and supervisory role. The position may or may not be filled by a teacher who has particular subject expertise in the student's chosen area of study. They will have a professional focus to:

- Support, guide, advise and counsel students on matters relating to the course delivered online and the student's progress in and management of the course.
- Liaise with the online teacher and course coordinator about assessment task dates, students and their progress in the course.
- Provide a level of supervision of students when they are participating in online assessment tasks.
- Act as a first contact within the school for students, parents, the online teacher and the course coordinator to access.
- Organise the prompt dissemination of teaching materials and other course information that students may receive.
- Organise the dissemination, supervision and return to the online teacher of formal assessment tasks including making a copy of each task.
- Provide assistance to the teacher and the course coordinator where required to complete formal school reports, NESA documentation, awards and other administrative tasks.
- Keep the course coordinator advised of any changes in relation to the enrolment of students at the home school.
- Liaise with the school curriculum coordinator re the enrolment and withdrawal of online students in relation to their eligibility for an ATAR
- Make appropriate arrangements for visiting teacher school visits (room, technology, catering, student attendance).
- Keep key personnel at the home school informed of the progress of online students and in particular where a student is not meeting the course requirements.
- Fee Agreement

7. Methods of Communication

Our preferred method of communication is email. Each student is given an email account and is linked to a mailing list for their course which includes the teacher, course coordinator and fellow students. They will be provided with weekly instructions via email. The school based facilitator/mentor/supervisors at each school are also placed on a mailing list using their preferred email address. This email list is the used by the teacher to contact facilitator/mentor/supervisors and in particular to arrange assessment tasks.

8. NESA Entries

Students who study a course with the Diocese of Lismore Online Education Centre must be entered by the home school with NESA for the Preliminary HSC course and the HSC course. When entering students in NESA the Diocese of Lismore Online Education Centre code is **77929**. The individual subject code can be found on the NESA website.

9. Fees and Charges

9.1 Fees

Fees for courses will be invoiced in Term 1 each year to the home school and include a non refundable \$50 administration fee. It is up to the individual diocese or school to either, pass this cost on to parents, pay this account from school funds or subsidise the cost. The schedule of fees is outlined in the information brochure for parents and new students.

9.2 Refunds

The administration fee is not refundable if the enrolment is terminated or if the student withdraws from the course. Fees thereafter may be refunded on a sliding scale per term. Refunds must be requested in writing and must specify if they are to be made payable to the home school or to the parent/guardian.

9.3 Additional Fees and Charges

Additional mailing fees and charges may be applicable for students who may be overseas or travelling in Australia for part of the course delivery.

9.4 Other Costs

The cost of texts, internet provision, travel to regional workshops and the provision of facilitator/mentor/supervisor is not met by the Diocese of Lismore Online Education Centre but rather the home school and/or the student. Students are advised to check with their home school for more information.

10. Regional Workshops

Students will be required to participate in a number of workshop/seminar days where the teacher and fellow students meet at a central location. These take place in major regional centres (possibly the student's home school) at least twice per year. These days are an essential component of the courses required to complete course content. Students who fail to attend workshops/seminar days will miss out on some essential learning of course material and it may also contribute to them being in danger of failing to meet course requirements.

The facilitator/mentor/supervisor does not have a role in the organisation of these days other than to ensure that their students have made appropriate arrangements to attend and notify the school that they will be away and not marked as absent. We may ask the facilitator/mentor/supervisor at the host venue for some further assistance with the venue.

11. Student Study Materials

Students who have applied to study a course will be notified by mail of their acceptance and also how to access the web based components of the course. In some courses a study materials package will also be mailed to them. The package will generally contain a unit overview, course notes and readings for each term and in some cases other learning resources, such as CD-ROMs or DVDs. Facilitator/mentor/supervisors do not get a copy of these materials.

All courses have a teaching program and an assessment schedule which is incorporated at the beginning of the study materials on the course website. They contain the following information:

- The outcomes of the course.
- The topics to be covered.
- The course sequence and timing of each topic or unit.
- Assessment tasks, criteria for marking, weighting, and due dates.
- A list of texts, references and additional readings.

The course website is designed to lead students through the subject matter in a systematic and structured way, highlighting key concepts and terms. It provides direction on when to read the textbook and supplied readings, and when to undertake various types of activities. The course website, readings and textbooks do much of the 'teaching' of the unit material. The course website also contains self assessment questions, homework and assignments to help candidates check their progress. The web address of the course website is <http://moodle.oecism.catholic.edu.au/courses>

Students will need the username and password given to them in the acceptance letter in order to log in to the courses on this site. In addition they will need an enrolment key which has been sent to them via email. Facilitator/mentor/supervisors do not have username and password access to the courses or course content.

Given the facilitator/mentor/supervisor does not have access to the course content or course materials, the preferred method of monitoring students is to meet with them weekly to discuss their progress and allow them to discuss any issues and problems. They will also have the feedback from the teacher which can also be discussed. It will highlight any potential problems. Students could also show facilitator/mentor/supervisors the site, emails and the current work which is always set weekly.

11.1 Textbooks

The Diocese of Lismore Online Education Centre does not provide course texts or workbooks. Students are required to either source these books themselves or they are provided by the home school. This is a school based decision and the student needs to be informed.

12. Assisting Students with Planning Their Study Time

Senior students generally have many demands on their time. The difficulties encountered by students who study online are well recognised. It is also widely acknowledged that students do well and have more likelihood of success when they work with diligence and sustained effort and dedicate at least six to eight hours per week to the study of an online course. This time includes time to read the study guide, website content, textbook and associated readings, to participate in electronic discussions, consult with the teacher and colleagues, conduct research where necessary, and successfully complete the homework tasks and assignments.

We therefore believe it is essential that the school supports us in ensuring that students use their time both 'at school' and 'at home' wisely and productively to complete this course.

Given the flexible structure of the course, students should be able to tailor a work and study program to meet their personal situation and needs. Remember there is no one way to approach the organisation of time. However students should resist the temptation to allow the demands of other subjects to affect the amount of time they spend on their online course.

It is also important for students to note that all tasks have due dates and these are expected to be adhered to. Requests for extensions can be made using the appropriate forms. They should be keeping their teacher informed of any known absences or school, work, sporting or cultural commitments. The facilitator/mentor/supervisor may be required to seek verification of these from a year coordinator at the home school or parent.

13. Assessment

All courses include some form of assessment as set out in the assessment schedule. There are both formal and informal tasks. Formal assessment tasks are based at the home school and generally in the form of pen and paper activities. The school based facilitator/mentor/supervisor will arrange the venue, timing and supervision of the task.

As mentioned in the previous section, it is important for students to commit themselves to the due dates. However, we do realise that for reasons of illness or other sustained interruption of study, individuals will on occasion, be unable to submit tasks on time. Should this situation become apparent, the school based facilitator/mentor/supervisor and teacher should be contacted immediately and request an extension of time or a substitute task. There is an illness misadventure form that needs to be completed and sent to the online teacher by the student.

13.1 Setting Formal Assessment Dates and Times

This is one of the most challenging aspects of administering online courses. You would appreciate that with a large number of schools involved; finding a date that suits everyone is not always easy. In this regard we ask that your school be as flexible as possible. Teachers contact facilitator/mentor/supervisors and propose a date and time many weeks before a formal task is due. It is incumbent on the facilitator/mentor/supervisor to check the suitability of this date at the home school and notify the teacher promptly. A number of emails may need to be sent in order to select a suitable day.

Generally we begin assessment tasks at 9:00am. You would also appreciate that we need to be extremely vigilant against collusion in an electronic online environment where students do not complete tasks at the same time and we will have no hesitation in deeming a task null and void if this happens and security is breached.

This is extremely important with all tasks that the Trial HSC has additional security requirements which need to be adhered to.

13.2 Delivering the Assessment

The assessment task will be emailed or posted to the home school, in some cases the facilitator/mentor/supervisor may be asked to arrange the printing of copies for each student. The facilitator/mentor/supervisor also arranges supervision and a suitable location for the task.

13.3 Submitting Tasks

Assessment cover sheets are supplied with tasks and a cover sheet must accompany assessment tasks and assignments. Assessment tasks once administered are mailed to the teacher at their home school. Remember to always keep a backup copy of any posted tasks – written or otherwise in case it goes astray in the mail. This is a home school responsibility.

At their discretion, teachers may accept assignments sent via email.

In some courses, some weekly homework tasks will be required to be sent via facsimile to the teacher. It is the responsibility of the student to arrange with the school based facilitator/mentor/supervisor for these to be sent from the school by the due date.

Unless otherwise specified by the teacher assessment tasks should:

- Be stapled to the cover sheet (cover sheets will be sent with the tasks). The mark/grade and any comments will be recorded on the cover sheet, by the teacher/marker.
- Not be placed in folders or plastic envelopes.
- Have a list of references (the list of references should be single spaced with a double line between entries). A detailed referencing guide is located in Section 13 of the Student Information Booklet.

13.4 Plagiarism

If students reproduce any part of the work of another student who has already undertaken OR is completing the course, both students may be penalised. A plagiarised assignment will receive a zero result and, in addition, they may be in danger of not meeting the course requirements as set out by NESAs.

13.5 Return of Assignments and Tasks

Assignments will generally be marked within 14 working days of receipt by the marker and then returned to the school facilitator/mentor/supervisor with appropriate feedback attached for students. Students will be notified of the results via email prior to this. Facilitator/mentor/supervisors are asked to return marked tasks to students promptly.

Some assignments are often returned with feedback online. Students should regularly check for work returned online through the course website.

13.6 Preliminary and HSC Course Assessment Policy

The assessment policy for the Diocese of Lismore Online Education Centre may vary from the senior assessment policy at the student's home school. Students will need to be familiar with and abide by the rules and procedures outlined in each policy as it applies to the courses you are studying. A copy of the assessment policy is on each course website.

What the Diocese of Lismore Online Education Centre will do:

Students will be given an assessment schedule for the subject they study. This will be available on the course website and will show the types of tasks (essays, assignments etc), the outcomes covered, syllabus component, weightings and an approximate date. Students will be informed a minimum two weeks prior, the exact date and time of assessment tasks via the course website. After each item students will be given their rank and, if possible, their cumulative rank.

If there is a need to change a published date then a minimum of 10 school days' notice must be given to the students.

NOTE A copy of the assessment policy and assessment schedule is available on each course website.

14. Examinations

The preliminary courses have an end of year examination which is also a formal assessment task. However, it cannot be scheduled to align with all the home school examination timetables or schedules and must exist outside it. We ask schools to be flexible in their arrangements here.

In the Trial Higher School Certificate we use the Catholic Secondary School Trial HSC Examination Timetable for all schools.

The Higher School Certificate examination in the course studied online is sat at the same examination centre as the student sits their English and other examinations.

15. Student Progress in Courses

Teachers are in contact with school based facilitator/mentor/supervisors on a regular basis and provide schools with regular updates on student progress and homework completion. If a student is not meeting the course requirements a warning letter will be sent to parents. This letter will outline the steps required to rectify the situation. This letter is generated by the Diocese of Lismore Online Education Centre and is posted to the parent at the home address. The facilitator/mentor/supervisor will be sent a copy and asked to file a copy this in the student's records. They will also return the parent confirmation to the course coordinator by email. See also section 15.3.

Facilitator/mentor/supervisors need to be aware that a detailed log of student's daily activity on the course websites or email correspondence is available on request from the course coordinator. The Diocese of Lismore Online Education Centre uses this information as a record of attendance.

15.1 Results and Reports

The Diocese of Lismore Online Education Centre will report formally to parents and students via a written report twice per year. This report will be independent of the home school reporting. Each report will include a course mark, class average, course rank and application grade from A-E and a written comment for each student. A copy of this report will be mailed to the home school principal for the student records.

An interim report may be emailed to parents in week 5 of the Term 1 preliminary HSC course. A copy will be provided to each facilitator/mentor/supervisor.

All disputes regarding grades or administrative issues should be referred, in the first instance, to the teacher concerned. If a satisfactory result can not be obtained, the matter should be referred to the school based facilitator/mentor/supervisor and then the course coordinator.

15.2 Parent Teacher Interviews

While the Diocese of Lismore Online Education Centre does not have a face to face parent teacher interview process, a parent teacher telephone interview time is indicated on each semester report when the teacher is available by telephone. Teachers can be contacted at any other time via email or telephone if required. Parents should be encouraged to ring the teacher.

15.3 Notices, Warning Letters and Other Correspondence

While our preferred method of contact is email, formal correspondence, notices, warning letters and reports will be posted to the student's home address and sent electronically to the school for filing.

15.4 NESA Warning Letter Procedures

If a student fails to make adequate progress in an online course then the NESA warning letters system will be implemented. They will be completed by the teacher and posted to the parent at the home address for their attention. It is important that all parties keep communicating during this time and that the action is prompt. An electronic copy will be provided to the Facilitator/Mentor/Supervisor for the attention of the principal.

16. Completing the Course

Students initially enrol to complete the Preliminary HSC course in a particular subject and if successful then the HSC course. If a student is not making progress a series of warning letters will be issued to parents and students. If a student wishes to withdraw from the course they will need to obtain a notice of withdrawal form from the course coordinator or teacher.

Students who successfully complete the course and its requirements will be issued with a Higher School Certificate in this course along with the other courses successfully completed at their home school.

16.1 Withdrawing from a Course

Students are required to notify the teacher and facilitator/mentor/supervisor of their intention to withdraw from a course. Students must also complete a withdrawal form and return it to the school facilitator/mentor/supervisor to forward to the course coordinator. It is most important for students to be fully aware of the consequences of withdrawing from any course and its impact on the award of a HSC or ATAR.

17. Learning Assistance

The facilitator/mentor/supervisor has a major role in supporting the student learning and may facilitate additional learning assistance at the home school if required as well as handling all administrative tasks related to the course. Students should meet with their school based facilitator/mentor/supervisors regularly.

Students should appreciate that they need to find ways to compensate for the fact that they do not have regular face to face class experiences, in which they may ask questions and hear the responses from teachers and fellow students. The Online Learning Centre's email system enables them to share questions and answers with the whole group, the teacher or individual class members. They should make full use of all resources and means of communication to enable them to learn from class mates and the teacher.

18. Information Technology Support

Students are required to have access to a computer and modem so that they can electronically access the Diocese of Lismore Online Education Centre course content and other internet based services. They must also utilise email to communicate with the teacher, course coordinator and fellow students. Most courses will also have associated electronic discussion lists, online resources and supplementary course materials. Details on how to access these materials are located in each specific subject guide.

The course coordinator is available to support students with technical issues related to internet connectivity and the software requirements of their home computer.

Generally speaking, an internet browser such as Google Chrome and an Office package such as Google G Suite or Microsoft Office will be the initial software applications that will be used in each course. A number of other applications will need to be downloaded during the year at various times.

A **username** and **password** is required to access all courses and sites. Details of the username and password are included in a covering letter to students. If they have not been able to access the various sites with the username and password provided or have not been able to follow any of the instructions please contact the Course Coordinator, Ian Lutton, ph 0476 999 958 or email ian.lutton@lism.catholic.edu.au

The Diocese of Lismore Online Education Centre Homepage can be found at <http://oec.lism.catholic.edu.au> and the student email account at <http://mail.lism.catholic.edu.au> and the course content at <http://moodle.oec.lism.catholic.edu.au/courses>

It is important that any technical issues are sorted out and resolved before the courses commence in January.

19. Student agreement / Code of Expectations

Students enrol in the Online Education Centre from a broad range of schools, each with varying expectations of their students. To avoid confusion and to clarify our position students need to be fully aware of our expectations in relation to their enrolment in our courses.

The distance education mode requires students to take extra care and responsibility for their own learning. It is therefore expected that students will behave in a responsible way in all learning activities and involving internet use. The internet provides the gateway to various tools for engagement and communication in online activities. It is the basis by which this mode of learning operates.

It is a condition of continued enrolment that students abide by this code and as such the agreement must be signed by the student and returned to the centre. It can also be returned to the home school facilitator/mentor/supervisor who will forward it on to us.

20. Memorandum of Understanding

The Diocese of Lismore, Catholic Schools Office has a memorandum of understanding with a number of NSW Diocesan Catholic Education and Catholic Schools Offices. These memoranda outline a variety of arrangements related to the operation of the online education provision in each diocese. There is no memorandum of understanding for congregational schools. The content of this document and a signed roles and responsibilities agreement between schools forms the basis of an agreement between the Diocese of Lismore Online Education Centre as an external provider and the enrolled student's home school once enrolment has been accepted and continues until the course is completed or the student withdraws.

21. Individual School Agreements

The Diocese of Lismore Online Education Centre and individual school principals may co-sign a roles and responsibilities agreement each year. This document outlines the roles and responsibilities of each party and fulfils a number of registration and accreditation requirements required by NESA. Contact the Online Education Centre Manager to obtain a copy of the agreement.

22. Agreement to Publish Student Work/Photos

If the Diocese of Lismore Online Education Centre has an opportunity to publish students' work, photos and or results the permission from students and their parents/guardians is implied in the acceptance of the application and written notification is otherwise required..

23. Privacy and Personal Information Statement

The personal information on the student application form is being obtained for the purposes of processing the student's application for enrolment in an online education course. It will be used by the centre for administration, communication and other matters related to the education and welfare of the student. This information will be stored securely and not forwarded to any third party.

