

LIFT GROUP

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Online Delivery Minimum Standards Policy

Policy Title: Online Delivery Minimum Standards Policy

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1. Purpose

This policy outlines the minimum standards required for all instructors delivering online training. It ensures high-quality, engaging, and consistent teaching, learning, and assessment across all programmes.

This policy supports:

- High levels of learner engagement and participation
- Effective knowledge retention and understanding
- Consistency in delivery standards
- Compliance with safeguarding and quality assurance requirements

2. Scope

This policy applies to all instructors delivering training via online platforms.

3. Mandatory Pre-Delivery Requirement

All instructors must complete the following prior to delivering any online training:

- **Microsoft Learn Course: MS-700T00-A – Manage Collaboration and Communication with Microsoft Teams**

Evidence of completion must be submitted and approved prior to delivery.

4. Minimum Session Requirements (4-Hour Delivery)

All online sessions must meet the following minimum standards:

4.1 Knowledge Checks

Each session must include a minimum of **5 knowledge checks**:

- 1 x Pre-session (baseline assessment)
- 3 x During delivery
- 1 x Post-session (review of learning)

Methods may include:

- Quizzes
- Individual questioning
- Group questioning
- Scenario-based activities

4.2 Interactive Engagement Tools

To ensure active participation, instructors must use:

- **1 x Poll** (e.g. opinion-based question to stimulate engagement)
- **Chat Function** (used at least once per session)
- **Raise Hand Function** (to support inclusive participation – used throughout)
- **Direct Questioning** (where learners are reluctant to engage via platform tools)

5. Learner Engagement Expectations

Instructors must:

- Ensure all learners actively participate
- Monitor engagement continuously throughout the session
- Adapt delivery to include all learners
- Prevent passive participation

6. Camera Use Expectations

- Cameras are expected to be **on throughout the session** to support engagement, safeguarding, and interaction

6.1 Exceptions

Cameras may be turned off where:

- A valid reason is agreed at the start of the session (e.g. wellbeing, environment, technical issues)

6.2 Monitoring Engagement

Where cameras are off, instructors must:

- Check learner engagement **at least once per hour**
- Request verbal responses or temporary camera activation
- Use alternative engagement methods (chat, polls, questioning)

7. Safeguarding and Learner Support

Instructors must:

- Reinforce safeguarding and Prevent Duty awareness within delivery
- Ensure learners feel safe and supported

- Report and log safeguarding concerns in line with organisational policy

8. Quality Assurance and Monitoring

- All instructors will be subject to **monthly online delivery audits** (where applicable)
- Audits will be conducted by rotating staff members

Audits will assess:

- Compliance with this policy
- Learner engagement and participation
- Effectiveness of teaching and assessment
- Use of interactive tools
- Overall quality of delivery

9. Learner Feedback

- A learner feedback form will be issued following each course
- Feedback will be reviewed to:
 - Evaluate delivery quality
 - Identify strengths and areas for improvement
 - Inform continuous quality improvement

10. Continuous Professional Development (CPD)

All instructors are required to:

- Complete mandatory Microsoft Teams training prior to delivery
- Undertake **online delivery CPD every 6 months**

This ensures continuous improvement in teaching, learning, and digital delivery skills.

11. Compliance and Accountability

Failure to meet this policy may result in:

- Additional training and support
- Increased monitoring and observation
- Temporary suspension from online delivery

12. Summary of Minimum Expectations

For every 4-hour online session, instructors must deliver:

- 5 knowledge checks
- 1 poll
- Use of chat function
- Use of raise hand function
- Direct questioning
- Camera expectations enforced
- Active learner engagement
- Compliance with safeguarding and QA processes

13. Review

This policy will be reviewed annually or in response to changes in delivery requirements, quality standards, or regulatory guidance.