

iTFE offers a range of programs that can be delivered partly or wholly online. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to you in key areas.

Student Support

iTFE engage a variety of personnel to provide a range of support services to students studying any part of their program online, including:

Receptionists

- For general course, enrolment and administrative enquiries

Career Advisor Team

- For information on available learning opportunities.

Data Integrity Team

- For any certificate and/or statement of result enquiries

Training Coordinator

- For specific enrolment, course enquiries, any specific problems, concerns, course issues or private concerns and support during the course.

Trainers and Assessors

- For specific training and assessment problems or concerns.

Contact Details	
Telephone	1300 659 557
Email	info@itfe.edu.au
Fax	03 9639 5600

We understand responding quickly to enquiries and meeting the needs of our customers is important to customer service. We therefore provide the following guidelines to our response times which we endeavour to exceed:

- We will acknowledge receipt of your enquiry via phone or email within 24 hours of receiving it.
- Between the hours of 9am-5pm weekdays, phone responses can generally be expected within the hour.
- We will strive to provide a suitable response within this same 24 hours; however complex enquiries may take two business days to resolve.
- Personal Facebook messages will be responded to within 2 business days of receipt.
- If we require more than two business days due to the complexity of the request, we will advise you as such.
- We will ensure that timelines put in place to resolve any enquiries do not exceed 5 business days

Student Entry Requirements and Induction

iTFE require all prospective students undertake a Pre-Training Review to ensure the program of study is suitable and appropriate for their individual needs. This Pre-Training Review includes an assessment of your digital literacy by:

- Asking you to complete self-assessment questions
- Discussing the answers with your trainer, and making recommendations about whether the program is suitable for you and identifying additional support where required.

iTFE use a range of web-based learning management systems (LMS) for online program delivery. The following are the minimum information technology requirements to enable optimal access to our LMS programs:

- A desktop computer and/or laptop
- Stable internet connection
- Access to web browsing application (e.g. Google Chrome, Firefox, Safari)

Learning Materials

iTFE ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Digitised course textbooks and/or study guides
- Digitised course reference material
- Graphics
- Video
- Audio
- Forum discussions
- Zoom sessions

The Web Content Accessibility Guideline principles are engaged by our learning materials by ensuring that they are perceivable, operable, understandable and robust by nature.

Student Engagement

iTFE facilitate an online learning experience that is engaging and interactive. Teaching and learning rely on two-way communication, and students are encouraged to discuss and actively participate in learning.

Collaborative learning opportunities will be provided so that you can interact with peers through:

- Tutorial group discussions and group work (via Zoom or similar)
- Audio or visual presentations
- Case studies
- Role play activities
- On-line learning activities
- Videos
- Discussions through questions and answers and/or LMS forums
- Multimedia sources

Ongoing feedback will be provided by the trainer through:

- Interaction in informal discussion forums within the LMS
- Emails or phone calls with your trainer - by request
- In response to the submission of assessment items

iTFE will monitor your participation and ensure that you continue to progress through your program. We will contact you if you have not logged on within two weeks of the program commencement date.

You will be deemed to have withdrawn from the program if you:

- Have not logged on within eight weeks of the program commencement date; and
- After making five attempts at contact, you do not re-engage with us.

Mode and Method of Assessment

Assessment of competency is usually determined via a combination of methods which may involve any of the following:

- Written assessments
- Discussions
- Project work
- Oral presentations
- Role plays
- Performing practical tasks

We will use video technology to demonstrate your competency in practical and oral tasks.

SKILLS FIRST TEACHERS All trainers and assessors delivering online programs at iTFE are industry experts experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Formal qualifications in training and assessment
- Professional development in online learning and delivery