

Online Service Standards Policy and Procedure

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

Contact Centre/Reception

- For general course, enrolment and administrative enquiries

Account Managers/Business Development 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

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:

- We will acknowledge receipt of an 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 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 digital literacy by:

- Asking students to complete self-assessment questions

- Discussing the answers with the trainer, and making recommendations about whether the program is suitable for 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 students 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 the trainer - by request
- In response to the submission of assessment items

iTFE will monitor student participation and ensure continued progression throughout the program. We will contact student if they have not logged on within two weeks of the program commencement date.

Students will be deemed to have withdrawn from the program if they:

- Have not logged on within eight weeks of the program commencement date; and
- After making five attempts at contact, they 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 may use video technology to demonstrate student 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

Document Control

Document Number:	FT016	Developed by:	Compliance Manager, Deb Defina
Policy Owner:	Chief Executive Officer	Approver Name & Role:	Craig McGrath, CEO
Evidence of Approval:	Verbal approval	Electronic Record:	I:\iTFE\ITFE Quality Framework\Policies, Forms, Checklists - Staff access
Version No:	V2023.01	Review Due To:	Due for review
Date Approved:	16/05/2023	Next Review Due:	16/05/2024
Compliance/Standard Reference	Standards for Registered Training Organisations 2015: Clauses 1.7		

Revision Record:

Date	Version	Revision description
16/05/2023	V2023.01	Updated contact details and removed reference to fax machine.