

## **FGM CONSULTANTS PTY LTD – ONLINE SERVICE STANDARDS – SKILLS FIRST**

FGM Consultants offers a range of courses that can be delivered partly or wholly online using blended learning principles. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students in key areas.

**SKILLS FIRST Training** – Certificates II to IV in Meat Processing, Certificates II and III in Food Processing and various Skills Sets and units related to meat and food processing industries.

### **STUDENT SUPPORT**

FGM Consultants will provide the following support to students studying any aspect of their course online:

#### **SKILLS FIRST TRAINERS/ASSESSORS**

- Available for queries about learning and assessment by phone and email between 2:00pm and 4:00pm Monday to Friday for the duration of the course/module
- Will reply to queries within 24 hours and assessments will be returned within 7 days

#### **ADMINISTRATIVE SUPPORT**

- Available by phone and email between 9:00am and 3:00pm Monday to Friday
- Will reply to queries within 48 hours
- **Admin Phone (03) 5626 8358 & admin@fgmconsultants.com.au**

#### **IT SUPPORT HELPDESK FOR TECHNICAL QUERIES**

- Available via phone and email between 9:00am and 3:00pm Monday to Friday
- Will reply to queries within 48 hours
- **Helpdesk Phone (03) 5626 8358 & email hr@fgmconsultants.com.au**

#### **SUPPORT SERVICES**

- Students having difficulties should contact their trainer for support.

### **SKILLS FIRST STUDENT ENTRY REQUIREMENTS AND INDUCTION**

FGM Consultants conducts a comprehensive Pre-Training Review for all prospective Skills First students to determine whether an online/blended online course is suitable and appropriate for their individual needs. This will include assessment of your digital literacy, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required

FGM Consultants uses a learning management system (LMS) for online course delivery. The following are the minimum information technology requirements to enable optimal access to the LMS:

- A device with a minimum of 8GB memory and 1.5 GHz processor
- Microsoft Windows 8 and above or Mac OS version 10 and above. Handheld devices using apple or android operating systems can also be utilised

Web-based content is available on Laptop and Desktop computers handheld devices including mobile phones and tablets. An introductory orientation is on the LMS once the student has logged in. FGM Consultants ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Interaction through discussion forums and webinars

The principles of the Web Content Accessibility Guidelines are applied to our learning materials, by ensuring that they are: operable, understandable and robust.

## **STUDENT ENGAGEMENT**

FGM Consultants provides an online learning experience that is engaging and interactive. We will monitor your participation to ensure you are making reasonable progress.

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

- discussion forums
- webinars
- Ongoing feedback will be provided as you study through:
  - interaction with trainers/assessors in informal discussion forums
  - in response to individual queries and in relation to tasks you complete

FGM Consultants will contact students who have not logged on within 14 days of the course commencement date or who have had 14 consecutive days absence without notice from logging on.

Students who have still not logged on within 2 months of the course commencement date or who do not reengage after 5 attempts at contact will be deemed to have withdrawn from the course and no refunds will be available.

## **SKILLS FIRST MODE AND METHOD OF ASSESSMENT**

A minimum of two forms of assessment will be used for each Skills First unit of competency. Forms of assessment will include:

- Knowledge questions
- Projects
- Role plays
- Case studies
- Group assignments
- Demonstration of practical skills

Where students are asked to demonstrate competency in practical skills, video technology will be used. In some cases Third Party Referee support/documentation may be required.

## **TRAINERS AND ASSESSORS**

All trainers and assessors delivering online courses at FGM Consultants are experienced in online delivery and have undertaken professional development in online delivery, which includes:

- Formal qualifications in online training
- Participation in staff reference group of online trainers and assessors, who meet and share ideas for improvement
- Participation in the development and implementation of the online training system where they had the opportunity to share knowledge, information and skills in online training delivery