
Ai Group Training Services is committed to providing a high-quality learning experience for students studying courses that are delivered either fully or partially online where it is available and adheres to the following online service standards.

Student Support

Ai Group Training Services will provide the following support to students studying any aspect of their course online.

Trainers/Assessors

- Will be available for queries about learning and assessment by phone and email;
- Will provide details of their availability via phone, email or in person to respond to queries at the commencement of each unit;
- Will endeavour to reply to queries within 24 hours; and
- Will mark and return assessments submitted on time within 5 (five) business days.

Administrative Support

- Administrative support will be available by phone and email between 7.00 am and 3.00 pm Monday to Friday;
- A response to queries will be provided within 2 (two) business days.

Technical Support

- IT support will be available via phone and email. Details will be provided to students at the commencement of each unit.
- A response to queries will be provided within 2 (two) business days.

Student Support Services

Information relating to a range of Student Support Services, including Counselling Services and Learning Support can be viewed on the RTO website.

Student Entry Requirements and Induction

Ai Group Training Services conducts a comprehensive Pre-Training Review and a Language, Literacy & Numeracy assessment for all prospective students to determine whether a course is suitable and appropriate for the students' individual needs. In addition, a student's capability to study online will also be determined via the Pre-training Review.

Prospective students will be required to answer all questions on the Pre-training review. A discussion based on the answers will then take place which will assist Ai Group Training staff in ascertaining:

- the prospective student's suitability for a course;
- whether the student satisfies any entry requirements that may be attached to a Course;
- access to necessary technology to study fully or partially online.

Ai Group Training Services uses the following learning management systems (LMS) known as Digidio or Catapult for fully or partially online course delivery where it is available.

The following are the minimum recommended information technology requirements students will need to enable optimal access for the following learning management systems (LMS).

Digido:

- Windows based Laptop / Tablet
 - Windows 10 ideally – 15.6 screen size
 - Microsoft software programs installed (word, excel etc etc)
 - 2 GB Ram and Anti-virus software
 - Internet connections

Catapult

- Is compatible with both desktop and mobile devices and supports the following browsers:
 - Firefox 5 or better (Recommended)
 - Internet Explorer 8.0 or better
 - Safari 5.0 or better
 - Google Chrome

Catapult recommend student's use the most up-to-date version of any browser which is internet accessible and able to use one of the above-supported browsers.

Learning Materials

Ai Group Training Services ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Guided content – Student Resource Booklet, Student Assessment Book, Trainer Guide
- Graphics
- Video
- Audio
- Students with accessibility issues can request alternative versions of key information (hardcopy or via USB).

Student Engagement

Ai Group Training Services will monitor your participation and ensure that you continue to progress through your course. We will check to see how you are going within two (2) weeks of your start date and contact you by email or phone if it looks like you need some help.

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

- Trainer visits
- Residentials (Flooring Technology Students Only)
- Webinars – if available
- Skype – if available

Ongoing feedback will be provided via:

- interaction with trainers via emails, LMS and phone;
- detailed feedback on your assessments;
- during face-to-face training sessions (where required)

We will monitor your participation and ensure that you continue to progress through your course. We will check to see how you are going within two (2) weeks of your start date and contact you by email, or phone if it looks like you need some help.

Students who have not participated within eight (8) weeks of the course/unit start date will be deemed to have stopped studying and will be contacted to discuss if they wish to continue or be withdrawn from the course.

Mode and Method of Assessment

Two (2) to three (3) forms of assessment will be used for each unit of competency based on training being conducted. Forms of assessment will vary per course, but will include a combination of the following:

- formative questions
- summative questions
- projects
- third-party reports
- evidence portfolios
- reports or case studies
- demonstration of practical skills.

Where students are asked to demonstrate competency in practical skills, video technology may be used.

Trainers and Assessors

All trainers and assessors delivering online courses at Ai Group Training Services will have undertaken some form of professional development in online delivery which may include participation in staff reference groups who meet and share ideas for improvement, short courses, webinars etc.