ONLINE SERVICE STANDARDS

INTERACTION

Online Service Standards

Interaction Consulting Group (RTO #6170)

Purpose

These Online Service Standards ensure the quality of online training and assessment delivered by Interaction Consulting Group.

During COVID-19, Interaction Consulting Group transitioned to virtual delivery while maintaining the same timetables. The only change was the shift from face-to-face classes to virtual or blended learning formats.

We are committed to providing a high-quality learning experience for students studying online. These standards outline our commitment in key areas.

Benefits of Online Learning

Delivering VET courses online offers students greater flexibility, access, and choice, allowing them to tailor their learning experience to their individual needs. Key benefits include:

- Flexibility – Study at your own pace, from anywhere
- Access – Learn from industry experts without location restrictions
- Choice – A variety of resources and learning methods
- Personalised Learning – Adapt learning to suit your style
- Cost-Effective – Reduced travel and accommodation expenses

Student Support

Interaction Consulting Group provides comprehensive support to students throughout their online learning journey.

Trainer and Assessor Support

- Available via email Monday to Friday, 9:00 am – 5:00 pm (AEST)
- Available via phone or other platforms on Thursdays, 9:00 am – 5:00 pm
- Respond to queries within 48 hours

Administrative Support

- Available via phone and email Monday to Friday, 9:00 am – 5:00 pm
- Contact: (02) 6282 9111 | icg@interactionconsulting.com.au

- Response time: within 48 hours

IT Support (Technical Assistance)

- Available via phone and email Monday to Friday, 10:00 am – 4:00 pm
- Contact: icg@interactionconsulting.com.au
- Response time: within 48 hours

Student Wellbeing and Support Services

- Available by appointment Monday to Friday, 9:00 am – 5:00 pm
- Sessions available in person or via video conferencing
- Emergency Contact (Company Director): +61 423 302 540

Student Entry Requirements and Induction

Before enrolling, Interaction Consulting Group conducts a Pre-Training Review to assess whether a course is suitable and appropriate for each student's individual needs.

As part of this process, we:

- Assess digital literacy and access to required technology
- Conduct a Language, Literacy, and Numeracy (LLN) assessment to identify any support needs

We use Microsoft Teams to host virtual classrooms.

Minimum Technology Requirements

Students must have:

Digital Skills and Software Knowledge

- Windows or macOS operating system
- Microsoft Office (Word, Excel, PowerPoint)
- Media players (Windows Media Player, VLC)
- Internet browsers (Google Chrome, Safari, Firefox, Edge)
- Email communication skills
- Familiarity with online meeting platforms (Teams, Zoom, Skype)

Hardware and Internet Requirements

- A tablet or PC with a stable internet connection
- A webcam and microphone for virtual assessments

- Internet speed: ADSL2+ or higher

Web-based content is compatible with mobile devices including smartphones and tablets.

Learning Materials and Resources

Interaction Consulting Group delivers learning and assessment materials via:

- Email and Axcelerate (learning management system)
- Microsoft Teams (virtual classrooms)

Learning Materials Include:

- Guided content
- PowerPoint presentations
- Videos
- Audio recordings

We promote interactive learning through discussion forums, webinars, and virtual classrooms.

All materials comply with Web Content Accessibility Guidelines (WCAG) to ensure they are:

- Perceivable
- Operable
- Understandable
- Robust

Student Engagement and Monitoring

Our virtual learning experience is engaging and interactive. We closely monitor participation to ensure students remain on track.

Collaborative Learning Opportunities

- Discussion forums – Engage with peers and trainers
- Online classes – Live virtual sessions for real-time interaction

Ongoing Feedback and Support

- Informal discussions with trainers and assessors
- Feedback on tasks and assessments via email and discussion forums

Student Attendance and Progression

- If a student misses two consecutive classes, we will contact them to check their progress
- Students will be deemed to have withdrawn if they:
    - Do not log in within four weeks of the course start date
    - Fail to respond after five contact attempts

Assessment Methods

To ensure compliance with Standards for RTOs 2015, we use at least two forms of assessment for each unit of competency.

Assessment Methods Include:

- Knowledge questions – Online quizzes and written responses
- Projects – Workplace-based assignments
- Case studies – Scenario-based assessments
- Demonstration of practical skills – Using video technology or supervised workplace tasks

Trainer and Assessor Expertise

All trainers and assessors at Interaction Consulting Group:

- Have extensive experience in online training delivery
- Have completed professional development in online facilitation
- Participate in an online training reference group to share best practices and innovations

Final Compliance Check

- Meets ASQA and RTO Standards (Standards for RTOs 2015)
- Ensures accessibility, student engagement, and data security
- Aligns with the Australian Privacy Act 1988 and Disability Standards for Education 2005
- Follows best practices for online VET course delivery