

Statement of Purpose	First Intervention offers courses in qualifications that are delivered partly online. To continue to provide all students with a quality online learning experience, these service standards explain our commitment to our students undertaking their studies with our Registered Training Organisation (RTO).
Responsibility for Implementation	<p>The General Manager is responsible for ensuring that this procedure is followed and reviewed accordingly at any point in time that changes to the delivery of our online training services occur.</p> <p>The Moodle Administrator/Student Support Officer, Administration Officer and Trainers/Assessors are responsible for monitoring online training services and ensuring that this process is adhered to throughout the duration of our students engaging with online training services.</p>
When	Our online services standards provide our ongoing commitment to our students to ensure they have a successful, engaging and enjoyable learning experience at our RTO.
Types of Student Support	<p style="text-align: center;">FIRST INTERVENTION SHALL PROVIDE THE BELOW STATED SUPPORT TO STUDENTS DURING THEIR ONLINE STUDY</p> <p>Trainers/assessors: are available for support via phone and email during our business hours, Monday to Friday 9.00am – 5.00pm for the duration of the course. They shall reply to queries within 2 business days. Trainers/assessors will provide students with their email contact details at the course induction and can also be contacted via our learning management system, MOODLE (our online classroom).</p> <p>Administrative Support: is available via phone and email during our business hours, Monday to Friday 9.00am – 5.00pm. We aim to provide immediate support at the time of your query, however if this is not possible we will get back to you within 1 business day of your query.</p> <p>Information Technology (IT) Support: relating to MOODLE or ZOOM is available to students via phone and email during our business hours, Monday to Friday 9.00am – 5.00pm via phone or email.</p> <p>First Intervention Student Support Services: are available at the request of the student and conducted either via phone, email or ZOOM video chat during business hours Monday to Friday 9.00am – 5.00pm. All students are provided with more information about our student support services prior to attending their course induction session.</p>
Student Entry Requirements for Courses	First Intervention closely vet all enrolment applications into our courses to determine whether the course the applicant has chosen is suitable and appropriate to their individual needs. In order to assist us in determining whether applicants have the digital capability to take part in our courses due to the online nature of their studies, part of our vetting process means that they complete digital application documents as part of the application to enrol process. This assists us to assess their digital literacy. Our application to enrol process forms marks the commencement of our Pre-Training Review process.
Methods of Assessment	<p>Theory based assessments are conducted in Moodle via graded quizzes and assignments.</p> <p>Where practical assessments require students to use our course resources (e.g. first aid equipment, CPR, bed, ambulance equipment, stretchers etc.) these assessments require you to attend our facility as per your course schedule in order to practice on the equipment and then to be assessed against the knowledge and skills required.</p> <p>Students are made aware in advance as to the dates that assessments take place during the course.</p>

Minimum Information Technology Requirements	<p>The following are the minimum information technology requirements to enable optimal access to ZOOM & MOODLE, and the download capabilities of the documents housed in Moodle as they pertain to each of our courses on our scope of registration.</p> <ul style="list-style-type: none"> • Video camera capabilities on laptop or desktop computer to enable facial recognition in order to confirm your attendance at and engagement in each ZOOM class; • A desktop computer or laptop (device) with 8GB memory and 1.8Ghz processor, however many aspects of the course can be accessed via smartphone or tablet. • Microsoft Windows 8 and above or Mac OS version 10; • A reliable internet connection with the latest version of Google Chrome/Mozilla Firefox/Microsoft Explorer/Safari; • Have or have access to a printer (if not available, we can print your documents for you). <p>Online Study & Security</p> <p>At the time of being advised that they have been accepted in to the course, students are provided with access to their own password protected MOODLE account and instructed on how to log in prior to the course induction. Students are also provided with specific codes in MOODLE that enable them to access their online live ZOOM classes.</p>
Learning Materials	<p>Student learning materials used as part of the online training components of our courses consist of a number of formats, including:</p> <ul style="list-style-type: none"> • Audio & Visual; • Interaction through discussion forums using ZOOM; • Course documents – hard copies where necessary are provided to students prior to or during the course; • Guided content and PowerPoint presentations.
Student Engagement	<p>Our ZOOM online classes are engaging and interactive. We monitor your participation and ensure that you continue to progress through your course and its content. Collaborative learning opportunities are provided so that you can interact with your fellow students and trainers/assessors through MOODLE and ZOOM.</p> <p>Ongoing feedback is provided to you for the duration of your course by your trainers/assessors via:</p> <ul style="list-style-type: none"> • Interaction in informal discussions; • In response to individual queries; • In relation to tasks you complete online during your ZOOM classes, such as in class activities; • Upon completion of your assessments (including where resubmission is required). <p>Students who have not logged in to their Moodle account on a regular weekly basis will be contacted by our office.</p> <p>First Intervention has the right to withdraw or cancel students from their course where they have not engaged in their ZOOM classes after 2 consecutive classes. In this instance and prior to this occurring, the student shall be contacted by phone/email by our administration staff to discuss their personal circumstances and remedies available to continue their studies.</p>
Trainers & Assessors	<p>All trainers and assessors delivering our courses online undertake professional development and training in online delivery which includes:</p> <ul style="list-style-type: none"> • webinars in facilitating online training and engagement with learners • how to manage and administer training using the learning management system MOODLE and live interactive ZOOM classes.