

## Job Training Institute Pty Ltd (JTI) – Online Service Standards

Job Training Institute Pty Ltd (JTI) RTO # 122208 offer a range of programs that can be delivered as blended via virtual classroom. Job Training Institute (JTI) using Zoom meeting software for virtual classroom training. JTI are committed to providing a quality learning experience for students studying online (Virtual classes via zoom) and these online service standards explain JTI commitment to you in key areas.

### Student Support:

**JTI provides the following support to students studying any aspect of their program online (virtual class):**

- JTI students regularly engage with their teachers through messages in Moodle, group discussion, simulations and weekly through Zoom classes.
- JTI trainer and assessors (Skills First Teacher) are available for any queries about learning and assessment through email.
- The trainers respond to any queries of the students within two business days. Assessments submitted on time will be marked and returned to students within 14 working days.
- Students are given the email ID of IT support and the student support officers so the students can access the JTI student support system any time, from Monday to Friday. IT support staff is also available for week end class .
- There will be a maximum of 30 students to each trainer/assessor for each program.

### Administrative support

- Assistance is available by phone or email from the student engagement team during business hours.
- The support team will reply to phone calls during opening hours immediately and to emails within two business days.
- Student support emails: [studentsupport@jti.edu.au](mailto:studentsupport@jti.edu.au),  
[enrolments@jti.edu.au](mailto:enrolments@jti.edu.au),  
[contact@jti.edu.au](mailto:contact@jti.edu.au)

### IT Support helpdesk for Zoom technical queries.

- Available via phone between 9:00 AM till 4:30 PM Monday to Friday and
- Via email to [itsupport@jti.edu.au](mailto:itsupport@jti.edu.au) Monday – Sunday (excluding public holidays).
- Will reply to queries within 48 hours during the working days.

## Support Services

- Counselling service available by appointment between 9am – 5:00 PM Monday to Friday.
- JTI will provide softcopies or print out as per student request for your resources and assessment.
- Resources or other support services available Monday – Friday 10:30 AM till 4:30 PM or via Monday – Sunday via email to [itsupport@jti.edu.au](mailto:itsupport@jti.edu.au).

## Student Entry Requirements and Orientation

- JTI conducts a comprehensive Pre-Training Review (PTR) for all prospective students to determine whether course is suitable and appropriate for their individual needs. This includes an assessment of your Language, Literacy and Numeracy as well as Digital Literacy by:
  - ◆ Asking you to do a self-assessment.
  - ◆ Discussing the self-assessment and making recommendations about whether the program is suitable for you and identifying additional support where required.
- JTI uses Zoom meeting software for virtual classes **online program delivery**. The following are the minimum information technology requirements to enable optimal access to the zoom meeting software:
  - ◆ A device with a minimum of 8 GB memory and 1.5Ghz processor
  - ◆ Microsoft Windows 8 and above or Mac OS version 10 and above
  - ◆ A PDF reader – Adobe Acrobat recommended.
  - ◆ Android Phone and Tablets
  - ◆ iPhone, and iPad tablet
- Web-based content is available on hand – held devices including mobile phones and tables.
- Before commencement JTI will conduct the orientation and will explain the support available, learning material, access to learning material, assessment centre and assessment method.

## Learning Materials

- JTI ensure that learning materials used in online training are interactive and are presented in a variety of formats, including:

- ◆ Guided content – how to access the learning resources.
  - ◆ Power Point Slides – how to access the support and submission of the assessments.
  - ◆ Video – How to login in and participate via zoom.
  - ◆ Virtual Classroom – Via Zoom
  - ◆ Unit/cluster PowerPoint slides
  - ◆ Writable PDF - assessments
  - ◆ JTI – Will send you the writeable PDF for assessment and learning resources.
- The principles of the Web Content Accessibility Guidelines are applied to JTI learning material by ensuring that they are: perceivable, operable, understandable and robust.
  - All resources available on Moodle learning management system.

### **Student Engagement**

- JTI provides an online (Zoom virtual classroom) learning experience that is engaging and interactive. JTI will monitor your participation and ensure that you continue to progress through your program.
- Collaborative learning opportunities will be provided so that you can interact with peers, through
  - ◆ Discussion and activities
  - ◆ Virtual Classroom Via Zoom
- Ongoing feedback will be provided through:
  - ◆ Interaction with trainer/assessor in informal discussion during tutorial (via Zoom Virtual classroom)
  - ◆ In response to individual queries and in relation to the tasks you complete via email from [contract@jti.edu.au](mailto:contract@jti.edu.au). Or from trainer/assessor.
- JTI will contact you if you not attended or logged on zoom within 2 consecutive weeks of the program commencement date
- You will be deemed to have withdrawn from the program if you:
  - ◆ Have not attended virtual class via zoom on within 4 consecutive weeks of the program commencement date: and
  - ◆ After making five attempts at contact phone call, email and SMS, you did not reengage with JTI.

### **Mode and Method of Assessment**

- A minimum of two forms of assessment will be used for each subject.
- Forms of assessment will include:
  - ◆ Demonstration/Observation

- ◆ Role Play / Observation
  - ◆ Written questions
  - ◆ Projects
  - ◆ Case study
  - ◆ Portfolio evidence
  - ◆ Demonstrate of practical skills (at workplace)
- JTI will use softcopy to complete your assessment. Soft copies of assessment will be sent to you via email from Moodle.
- The units which required work placement hours, JTI assessor will visit the centre and observe the practical components of the assessments.

### **Skilled First Teacher (Trainer/Assessor)**

- All JTI trainer/assessor delivering the course via Zoom (virtual classes) are experienced in online delivery and have undertaking professional development in online (via zoom) delivery, which includes:
- ◆ Internal professional development in using Zoom
  - ◆ Participation in internal staff professional development workshops
  - ◆ Professional development webinars through relevant providers.

### **Storage and Backup**

- Safety of JTI data is integral. All of JTI data is backup on JTI server. Monthly backup on external hard drive and google drive. The Moodle assessment submission backup on cloud and JTI server.