

Online Service Standards

FYI Training offers courses online and are committed to providing a high-quality learning experience for students regardless of their mode of study. Our commitment to our students extends beyond just the classroom and our online service standards are detailed below.

Teachers/assessors

As an FYI Training student, you can communicate with your trainer via email or phone for extra support.

Student Support

Help by phone or email is available from student support if needed.

You can reach the student support team on 1300 884 133 or email info@fyitraining.com.au

Student entry requirements and induction

Digital literacy

As part of the Pre-Training Review, we will assess your level of digital literacy by:

- Asking you to undertake a self-assessment quiz.
- Discussing the quiz outcomes with you.
- Making recommendations about whether the course is suitable for you as well as identifying areas that require additional support.

Requirements

You will access your learning materials using the Catapult learning management system or via email depending on the course and unit of competency you are undertaking. The following are the minimum information technology requirements for you to access your course materials:

- A desktop or laptop computer, however many aspects of the course can be accessed via smartphone or tablet.
- Microsoft Office 2003 or later.
- A reliable internet connection with the latest version of Google Chrome, Mozilla Firefox, Microsoft Edge or Safari.

Learning materials

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

- Interactive weekly classes (For Early childhood classes)
- Videos
- Handouts
- Presentations
- Online portal

Alternative versions of key information can be provided upon request to students with accessibility issues.

Student engagement

FYI Training provides simulation experiences and study days in the classroom to engage with other students and your trainer.

Ongoing feedback will be provided as you study through:

- Interaction with teachers via email, phone calls, face to face meetings and via zoom.
- Detailed feedback on your assessments.

The student support team is there to help also. We monitor your participation and engagement with your trainer. If it looks like you may need some help we will contact you by email, phone, or SMS.

Mode and method of assessment

A minimum of two forms of assessment will be used for each unit of competency.

Forms of assessment will vary per course and per unit but will include a combination of the following:

- Observation
- Written assessment
- Third party report
- Workplace tasks

Where students are asked to demonstrate competency in practical skills, this will either done at work placement or in the classroom via simulation depending on the unit of competency.

Teachers and assessors

All trainers and assessors delivering online courses at FYI Training undertake professional development in online delivery, as well as formal current teaching qualifications and current industry experience in their field of expertise.