

Online Service Standards

International Security Training Academy Pty Ltd (ISTA), RTO 3877, is committed to providing quality learning experience for students.

- All our courses are scheduled to deliver in the classroom.
- In the classroom, students will use their laptops to access electronic learning materials.
- Students may arrange with the trainer to be able to use ISTA computers available on campus.
- Students have access to electronic learning materials via student portal logins.
- Students are also able to access electronic learning materials from home via the student portal login if they wish to do revisions prior to undertaking assessments.
- All assessments activities are completed in the classroom.
- Students have access to their electronic assessment activities via the student portal login whilst in the classroom.
- When face-to-face classroom sessions are not possible due to mandatory lockdown and restrictions, courses will be delivered via [Zoom](#) virtual classroom real-time webinars (video recording of the virtual classroom sessions - online learning).
- Students are provided access to [Zoom](#) via their personal email address (this is also reflected in the Admission Letter).

Student Support

These online service standards explain ISTA's commitment to supporting our students during virtual classroom real-time webinars (online learning):

- Our trainers and assessors will be available for queries by phone and email between 8.00am and 4.00pm during business days.
- There will be a maximum of 25 students to each trainer/assessor for each course.
- Student Support will be available by phone and email between 8.00am and 4.00pm Monday to Friday except on VIC public holidays.
- We will reply to students' queries and requests for technical support within 24 hours.
- We will reply to students' queries regarding administrative matters within 2 business days.
- Our Course/Campus Coordinator is available by appointment to discuss any concerns or requests for students needing additional support.

Student Entry Requirements and Induction

ISTA conducts enrolment sessions in the campus and via Zoom. Prospective students are provided with a Zoom login and a link to a schedule for online enrolments. During enrolment sessions ISTA conducts a Pre-Training Review (PTR) for all prospective students to determine whether a course is suitable and appropriate for their individual needs. Prior to the PTR, we will make sure that

prospective students are comfortable with our training and assessment method (blended delivery – face to face and virtual campus).

As part of the PTR, we will include an assessment of the prospective student's level of digital literacy by:

- Adding a digital questionnaire section on the PTR via [LLN Robot](#).
- Sending the prospective student an email with a link to the online LLN Robot.
- Discussing outcomes of the LLN questionnaire with the prospective student.
- Making recommendations about whether the course is suitable for the prospective student.
- Identifying additional support in collaboration with the prospective student, where required.

Minimum Information Technology (IT) Requirements

The following are minimum IT requirements to enable optimal access to Zoom enrolment sessions, LLN Robot, online learning and student portals:

- A reliable and stable Internet connection – broadband wired or wireless; and
- A device with Microsoft Windows 7 and above, Mac OS version 10 and above; and
- A valid and current personal email address; and
- The latest version of Adobe Reader (this program is free to download).

Laptops or desktop computers should have a minimum 8GB memory and 2.0 Ghz processor.

The following are recommended that will allow for optimal learning experience:

- Computer monitor at least 1024 x 768 screen resolution; and
- Speakers and microphone or headset; and
- A webcam or HD webcam (built in or USB plug in); and
- Microsoft Office (Word, Excel, PowerPoint) or similar; and
- Latest version of Internet/Web browser; and
- Latest version Anti-Virus protection.

Student Engagement

ISTA aims to provide a blended learning experience that is engaging and interactive to all our students.

Blended learning, also known as hybrid learning, technology-mediated instruction, web-enhanced instruction, or mixed-mode instruction, is our approach to education that combines online learning materials and opportunities for interaction with our students online via Zoom in addition to our traditional face-to-face classroom-based delivery method.

- We will monitor our students' participation and ensure that our students continue to progress through their course.
- We will contact students who were not able to attend class and reschedule our students to assist in completing their units.
- Students will be able to collaborate with trainers, assessors and fellow students when attending interactive webinars, Zoom videoconference breakout rooms, or teleconferences.
- We will provide our students with ongoing one-on-one feedback through interaction with our trainers and assessors via webinars, videoconference, email or telephone.

Learning Materials

ISTA ensures that the learning materials we use in our blended delivery methods are interactive and presented in a variety of formats, which may include:

- Video / audio
- PowerPoint presentations
- Guided content
- Interactive discussions during webinars, videoconferences, and teleconferences.

Assessment Mode and Methods

- All formative and summative assessment activities are completed in the classroom.
- Students are provided access to their electronic assessment activities via the student portal login whilst in the classroom.
- Theory-based assessments are submitted by the student via the student portal and marked by the ISTA assessor.
- All practical demonstration assessments are completed in the classroom. The assessor will observe the student and then mark the student via the portal.

Each unit of competency will have a combination of at least two of the following assessment methods:

- Written assessment / knowledge questions
- Case study / projects
- Role play / observation
- Demonstration of practical skills.

Where students are asked to demonstrate competency in practical skills, this will be via face-to-face in the classroom.

ISTA aims to meet Level AA success criteria of [W3C Web Content Accessibility Guidelines \(WCAG\) 2.0](#) by ensuring that our online learning materials are presented in a manner that is perceivable, operable, understandable, and robust.

Trainers and Assessors

ISTA trainers and assessors are well experienced in blended delivery methods (hybrid learning, technology-mediated instruction, web-enhanced instruction, or mixed-mode instruction) whereby students are able to complete theory-based learning online and participate in discussions via Zoom and/or face-to-face in the classroom.

Our trainers and assessors undertake ongoing development and participate in continuous improvement activities at ISTA.

Contact Support

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