

RiST offers a range of courses from the AHC Training package and they include elements of online training. The training delivery mode at RiST is a blended approach, incorporating face to face, online and on the job practice.

RiST is committed to providing a quality learning experience for learners studying online and these online service standards explain our commitment to students in key areas.

### STUDENT SUPPORT

You have a designated Program Coordinator available to support you throughout your course. In addition, RiST provides the following support to learners studying any aspect of their course online:

#### **Trainers and Assessors**

- Are available for queries about learning and assessment by phone and email for the duration of your course
- Will reply to queries within 48 hours

#### **Administrative Support**

- Is available for queries by phone and email between 9am-5pm Monday to Friday
- Will reply to queries within 48 hours

#### **IT Support/ Helpdesk - MyAg and MyTimetable**

- Program Coordinators and/or the Curriculum Development Officer can provide assistance between 9am-5pm Monday to Friday

#### **Other Support Services**

- Learners should direct their queries to their Program Coordinator who will direct them to the relevant RiST support services.

### STUDENT ENTRY REQUIREMENTS AND INDUCTION

RiST conducts a comprehensive Pre-Training Review (PTR) for all prospective learners to determine if a course is suitable and appropriate for their individual needs. As part of the PTR, an assessment of the learner's Language, Literacy and Numeracy (LLN) skills is completed to determine the ability of the learner to successfully complete their training. In the event the learner has any identified learning needs, the assessment method will be modified to best accommodate the learner, enabling them to work through their training without disadvantage.

RiST uses a learning management system "MyAg" for all online course delivery.

All online training is completed utilising either a RiST supplied, or learners own, device and software that complies with the specifications of MyAg. This system is maintained and supported by RiST.

### LEARNING MATERIALS

Learning materials used in MyAg are interactive and presented in a variety of formats, including;

- Interactive content
- Graphics
- Video
- PDF's

### STUDENT ENGAGEMENT

RiST provides an online learning experience that is engaging and interactive. Learner participation is monitored to help ensure progression and completion of courses.

Ongoing feedback is provided to all learners through;

- Interaction with Trainers and Assessors in informal discussion forums
- Trainer and Assessor Feedback
- In response to individual queries and tasks completed

### MODE AND METHOD OF ASSESSMENT

Forms of assessment will include;

- Knowledge questions
- Demonstration of practical skills
- Work observation
- Work documents

### TRAINERS AND ASSESSORS

All RiST Trainers and Assessors maintain their professional development and currency, keeping abreast of updates to training programs, including online courses and resources accessed in MyAg.