

AAMC Training offers a range of courses to Victorian Skills First students via mandatory virtual classroom or face to face trainer led classes at the beginning of the course. AAMC Training is committed to providing a quality learning experience to our students. The Online Service Standards below explain our commitment to students.

## Standard VET Funding Contract – Skills First Program

### Student Support Services

Support services are available as follows:

#### Trainers/Assessors:

- Will be available for support via phone and email during AAMC Training business hours, Monday to Fridays 8:30am to 7:00pm AEST or 8:30am – 8:00pm AEDT or pre-arranged online video conferencing for the duration of the course.
- Will reply to queries within 2 business days.

#### Administrative Support:

- Will be available for queries via phone and email between Monday to Fridays 8:30am to 7:00pm AEST or 8:30am – 8:00pm AEDT.
- Will reply to queries within 2 business days.

#### Information Technology (IT) Support:

- Available via phone or email during AAMC Training business between Monday to Fridays 8:30am to 7:00pm AEST or 8:30am – 8:00pm AEDT.
- Will reply to queries within 2 business day.

#### Student Support Services:

Support services are available by appointment Monday to Fridays 8:30am to 7:00pm AEST or 8:30am – 8:00pm AEDT via phone, email or pre-arranged video conferencing.

- Contact email address is [info@aamctraining.edu.au](mailto:info@aamctraining.edu.au)
- Contact number is 1300 226 233 or 03 9391 3643

Further information about AAMC Training Support Services is outlined in the AAMC Training course information provided to students on the AAMC Training website (Student Support page).

### Trainers/Assessors

All Trainers and Assessors delivering online courses at AAMC Training are qualified, both in holding the relevant Training and Assessment qualification that meets the Australian Standards Quality Authority requirements and in their own area of expertise. They have many years of experience in both the Financial Services industry and in training and assessing the course material within the Vocational Education and Training (VET) sector. Our trainers regularly undertake both industry and Vocational Education and Training professional development to enable them to deliver an engaging online learning experience.

## Standard VET Funding Contract – Skills First Program

### Student Entry Requirements

AAMC Training conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for individual needs. As part of the Pre-Training Review, AAMC Training includes a Language, Literacy and Numeracy assessment (LLN) that also gives us information on the level of digital literacy demonstrated. Process is:

- complete the online Pre-Training Review that asks for more information about you and the industry you come from, your digital abilities, goals etc.
- complete the online LLN which utilises multiple choice questions and audio recorded questions.

AAMC Training uses a learning management system (LMS) for all course delivery. Students access their learning material through the members area in the Student portal.

### System Requirements

Studying with AAMC Training you will need a computer or mobile device with internet access, ensuring pop-up blockers are turned off for our website. For the best blended learning experience, we recommend the following minimum specifications for your computer system:

- At least 128MB RAM
- At least 1GB hard drive
- Adobe Acrobat Reader available free from the Adobe website
- Microsoft Office 2010 or later

#### For PC users

A Pentium I processor or better

Windows 2000 or later

Recommended browsers: Mozilla Firefox / Google Chrome / Microsoft Edge

#### For Mac users

Macintosh G3 or better

OS 9.2 or later

Safari

#### For Mobile Devices

Adobe App

An App to allow you to read Microsoft Office documents

**Please note**, you will not be able to upload written assessments into the AAMC Training LMS portal using a mobile device.

<b>Standard VET Funding Contract – Skills First Program</b>	
<b>Learning Materials</b>	<p>AAMC Training ensures that learning materials used in online training are presented in a variety of formats, including:</p> <ul style="list-style-type: none"> <li>○ Guided content</li> <li>○ PowerPoint presentations</li> <li>○ Audio and videos</li> <li>○ Virtual classes</li> <li>○ Course notes are soft copy (virtual) only and are provided to students prior to virtual class commencement</li> </ul>
<b>Student Engagement</b>	<p>AAMC Training provides an online learning experience that is engaging and interactive. We monitor participation and ensure that course progression. We will contact students who have not logged into their LMS at least once every calendar month.</p> <p>Students can access the learning content online from anywhere and are encouraged to do so.</p> <p>Collaborative learning opportunities will be provided through:</p> <ul style="list-style-type: none"> <li>○ Assistance with assessment questions during virtual class time – where applicable</li> <li>○ Ongoing feedback provided throughout the course</li> <li>○ Responses to student enquiries by telephone, email, and their learner portal</li> <li>○ Mandatory contact via phone and email throughout the course providing assistance, clarity or guidance.</li> </ul>
<b>Method of Assessment</b>	<p>Assessments are only available through the member portal in AAMC’s LMS. Each assessment must be completed either directly inside the LMS, e.g. complex multiple choice questions which are automatically assessed or downloaded and completed prior to re-uploading to be marked.</p> <p>Methods of assessments used are:</p> <ul style="list-style-type: none"> <li>○ Complex online quiz questions</li> <li>○ Short Answers</li> <li>○ Research</li> <li>○ Case Studies</li> <li>○ Presentations</li> <li>○ Practical Activities</li> <li>○ Role Plays</li> <li>○ Skills sign-offs</li> <li>○ Competency conversations</li> </ul>