

## On-Line Service Standards (Skills First Program)

### 1.0 Introduction

Future Force offers courses in a combined face-to-face and on-line format. While most learning is completed via face to face interactions with one of our experienced trainers, the completion and recording of the students' work is generally completed within the Future Force 'Cloud Assess' on-line system. This system provides learning information and the opportunity to respond to questions or upload other work. It also has the ability for the student to interact with their trainer.

These standards therefore are designed to manage learner and academic expectations, therefore ensuring that users have access to the same levels of service and communication as they would in a fully face to face environment.

### 2.0 Student Support

Student support is available for all students on any aspect of their course and Future Force shall provide the following:

#### ***2.1 Trainer and Assessor Support***

Trainers shall be available for telephone enquiries on the main Melbourne number 03 9375 3100. If unavailable for any reason (i.e. busy in training session), a message shall be recorded for them and a return call expected within 1 working day. In many cases, students shall be provided with the mobile number of their trainer to further assist in easy contact.

#### ***2.2 Administration Support***

Future Force Management, accounting and payroll shall be available on 03 9375 3100 during business hours Monday to Friday. This includes IT support

### 3.0 Student Entry Requirements

Future Force has an expectation that students have at least basic computer IT skills. This will be tested during the interview stage prior to enrolment when you may be asked to complete a small task and forward an attached document. The International Logistics industry necessitates a level of IT skills, and while most can be learned, it is important that we verify potential students have a grasp of the basics. There are no formal qualifications in IT required.

Basic requirements include:

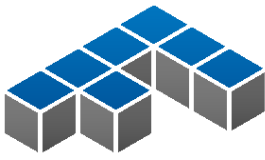
- Ability to turn on, log in, and turn off a computer
- Ability to use a web browser
- Understanding of file system and retrieval
- Use of e-mail



#### 4.0 Minimum IT requirements

The Cloud Assess system is the main system used for student training and information. It is a cloud based system which is multiple device compatible, including PC, Mac, tablet and mobile devices. There are some minimum requirements that are required:

Operating system	<ul style="list-style-type: none"> <li>• Windows 7 and newer</li> <li>• Mac OSX 10.6 or newer</li> <li>• Linux – chrome OS</li> </ul>
Mobile Operating System	<ul style="list-style-type: none"> <li>• iOS 7 and newer</li> <li>• Android 4.2 and newer</li> </ul>
Computer speed and processor	<ul style="list-style-type: none"> <li>• Ideally computers should be less than 5 years old or newer if possible</li> <li>• 2 GB of RAM</li> <li>• Min 2GHz processor</li> </ul>
Internet speed	Most ADSL, 3G, 4G, 5G or NBN network will be adequate. There is no specific prescribed source recommended.
Screen size	Cloud Assess can be viewed on any device, however it is recommended that iPad size screen would be the smallest suitable, although many large screen mobile devices would suffice. A laptop or computer screen is even better.
Supported browsers	<p>Cloud Asses supports most current browsers, however recommends you have the up to date version of whichever you use. It is however, recommended NOT to use Windows Explorer if alternatives exist. (it will work, but not as well as the alternatives below).</p> <p>Recommended browsers include:</p> <ul style="list-style-type: none"> <li>• Safari 9 &amp; 10 or updates (Mac users)</li> <li>• Chrome 57 &amp; 58 or updates</li> <li>• Firefox 52 &amp; 53 or updates</li> </ul>
You Tube	There are some videos within the system that link to the Future Force You Tube channel. Access to You Tube is therefore ideal, although in some circumstances Host company systems preclude this. In such circumstances, you can request a copy of the video from your trainer.



## 5.0 Learning Materials

Future Force's learning materials are embedded within the Cloud Assess system. They include such things as:-

- PDF view files
- Interactive scenarios
- Questions
- Activities
- Videos

## 6.0 Student Engagement

While there is ample face to face training within the program, Future Force's on-line portion of the learning is engaging, interactive and intuitive to use. Students have unlimited access to their trainer through not only their face to face sessions but also through the communication tools built in to the Cloud Assess system.

Trainers can be contacted by:

- Telephone
- E-mail
- Cloud Assess submit notifications
- Cloud Assess Trainer/Assessor interactive comments fields

Student progression is monitored on an ongoing basis as the Cloud Assess system provides a clearly traceable history of log-in times.

Mode and Method of Assessment

Multiple methods are used throughout the course to ascertain competency. Some forms of on-line assessment include (not discounting the more traditional methods of verbal questioning, demonstration etc...):-

- Written responses
- Drawings or diagrams completed externally from the system and uploaded
- Sketch pad exercises within the system
- Video or audio uploads

## 7.0 Trainers and Assessors

All Future Force Trainers are experience in the use of the Cloud Assess system and are provided updates and instruction (where necessary) on system changes when they occasionally occur. Should any system change affect your usage of the system, your trainer will alert you in advance, and provide instruction should it be necessary.