



KFC RTO ONLINE SERVICE STANDARDS POLICY

The KFC RTO offers various retail training courses that include an element of online training. The training delivery mode at KFC is a blended approach incorporating face to face, online and on the job practice. KFC RTO 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

KFC RTO will provide the following support to learners studying any aspect of their course online:

Trainers and Assessors

- Will be available for queries about learning and assessment by phone and email for the duration of the course
- Will reply to queries within 48 hours 9am-5pm Monday to Friday
- All learners will also have access to the managers/team trainers in their restaurant who conduct store training and support.

Administrative Support

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

IT Support helpdesk for technical queries

- Learners should direct their queries to their Manager on Duty who will direct them to IS Support
- For Cloud Assess queries they can direct their queries to their allocated Trainer and Assessor or through the platform via Support Icon

Support Services

- Learners should direct their queries to their Manager on Duty who will direct them to the relevant KFC support services which includes their Trainer and Assessor and KFC Employee Assistance Programs

STUDENT ENTRY REQUIREMENTS AND INDUCTION

KFC RTO 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 will be completed to establish 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.

KFC RTO uses a learning management system (LMS) "The Vault" for online course delivery. All online training is completed within the learner's restaurant using devices and software that comply with the specifications of the LMS. The systems are maintained and supported by the KFC IT team. If you require technical support or assistance, speak with your Manager on Duty or you will need to log a ticket with the IT Help desk with your request at [-KFC SOPAC Help Centre](#)



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LEARNING MATERIALS

KFC RTO ensures that learning materials used in the online training are interactive and are presented in a variety of formats, including;

- Interactive content
- Graphics
- Video
- Multiple Choice questions

STUDENT ENGAGEMENT

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

Ongoing feedback will be provided to all learners through;

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

MODE AND METHOD OF ASSESSMENT

Forms of Assessment will include face to face and in the LMS Cloud Assess;

- Knowledge questions
- Demonstration of practical skills
- Work observation
- Work documents
- Role Plays
- Third Party evidence
- Task evidence

TRAINERS AND ASSESSORS *(skills and experience in online delivery)*

- All KFC Trainers and Assessors maintain their professional development and currency, keeping abreast of updates to Training Programs, which include online courses and resources accessed on The Vault. This also includes updates to the LMS System Cloud Assess with any CI or changes to Assessment Tools.