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COVID-19 REMOTE DELIVERY

STANDARD OPERATING PROCEDURE

Contents

COVID-19 MESSAGE FROM CEO3
HOW TO INSTALL ZOOM.....4
REMOTE DELIVERY STANDARD OPERATING PROCEDURES FOR COVID 199
REMOTE DELIVERY Student Timetable for Certificate II in Security Operations10
DURING SHUTDOWN10
STUDENT TRAINING PLAN10

STANDARD OPERATING PROCEDURE

16th April 2020

Version 1: 20200416

COVID-19 MESSAGE FROM CEO

With the prevalence of Coronavirus (COVID-19) in Australia slowly increasing, the wellbeing of our students and staff is an area of great importance to us. As Australia begins to face some of the challenges that Asia and Europe have been dealing with over the past weeks and months, TAT has developed a Policy for COVID-19 and the below Standard Operating Procedure (SOP).

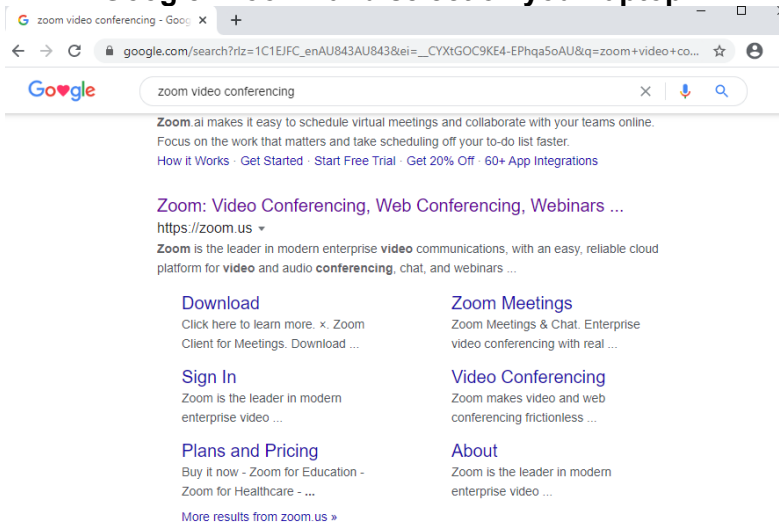
Following an email from Licensing and Regulation Division dated 24 March 2020 requesting RTO's to Email LRD-COMPLIANCE-SUPPORT-MGR@police.vic.gov.au with a SOP outlining how the online training will be delivered – both theory and practical; TAT Management team is proposing the following SOP be adopted to ensure we can operate in the current risk of the COVID-19 and any following shutdown scenarios that may arise in the future.



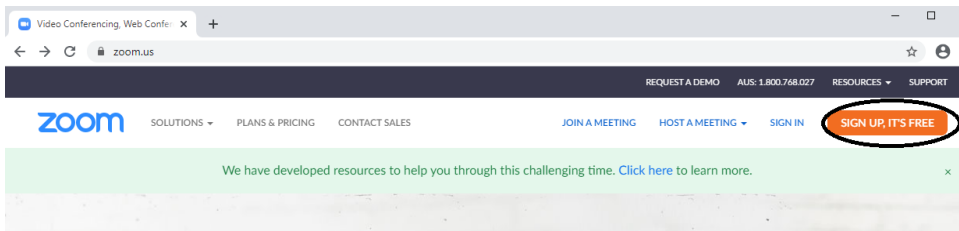
Mr Aydin Tat
(Program Director)

HOW TO INSTALL ZOOM

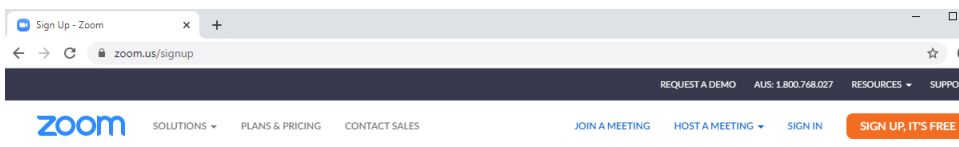
1. Google “Zoom” and select on your laptop.



2. Select “Sign up, its Free”



3. Create account – Enter your date of birth > Continue > Enter your email address > Click Sign Up



For verification, please confirm your date of birth.

This data will not be stored

Sign Up Free - Zoom

zoom.us/signup

REQUEST A DEMO AUS: 1.800.768.027 RESOURCES SUPPORT

zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING SIGN IN SIGN UP, IT'S FREE

Sign Up Free

Your work email address

otat@advancetraining.com.au

Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply.

Sign Up


4. You will receive an email from Zoom. Activate your email.

Video Conferencing, Web Conferencing, Webinars, Screen Sharing

zoom.us/emailsent?entry=signup

REQUEST A DEMO AUS: 1.800.768.027 RESOURCES SUPPORT

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We've sent an email to otat@advancetraining.com.au.
Click the confirmation link in that email to begin using Zoom.

if you did not receive the email,
[Resend another email](#)

5. Click "NO" for signing up on behalf of a school.

Sign Up - Zoom

Activate your account - Zoom

Activate your account - Zoom

https://zoom.us/signup/choose_school?code=ESMen3J1IH4yo6o2wA2SIMGQ1bgFNFmZb66Sv7yj1pA.BQgAAAFxhZZhRAAnjQAbI

REQUEST A DEMO AUS: 1.800.768.027 RESOURCES SUPPORT

zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING SIGN IN SIGN UP, IT'S FREE

Are you signing up on behalf of a school?

Yes No

Continue

6. Welcome to Zoom

1 Account Info ---- 2 Invite Colleagues ---- 3 Test Meeting

Welcome to Zoom

Hi, otat@advancetraining.com.au. Your account has been successfully created. Please list your name and create a password to continue.

First Name

Last Name

Password

Confirm Password

By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#).

[Continue](#)

7. Create your password

Welcome to Zoom

Hi, otat@advancetraining.com.au. Your account has been successfully created. Please list your name and create a password to continue.

Oya

Tat

Password must:

- Have at least 8 characters
- Have at least 1 letter (a, b, c...)
- Have at least 1 number (1, 2, 3...)
- Include both Upper case and Lower case characters

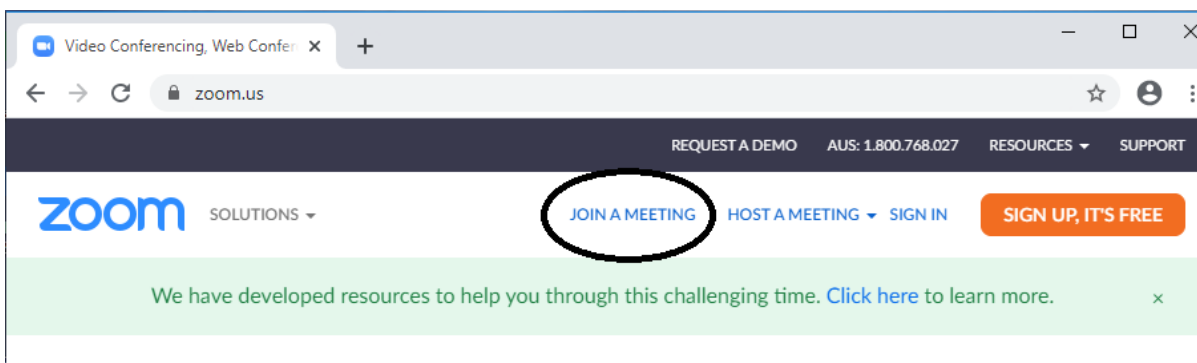
Password must NOT:

- Contain only one character (11111111 or aaaaaaa)
- Contain only consecutive characters (12345678 or abcdefgh)

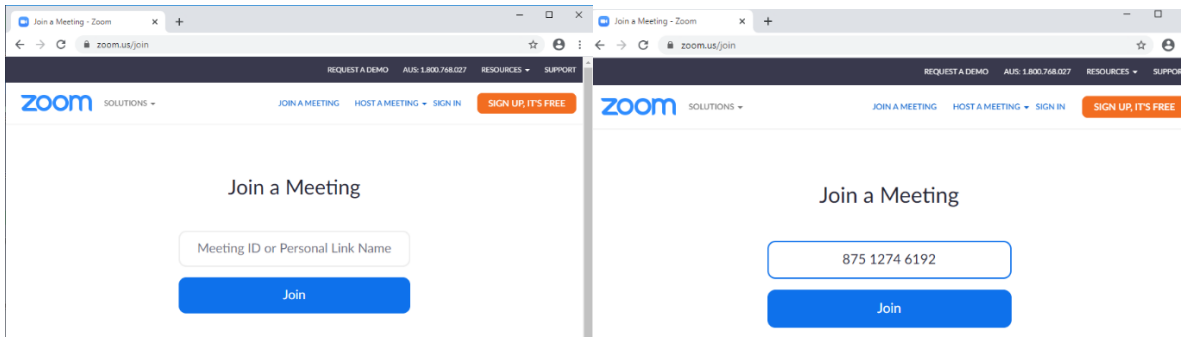
By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#).

[Continue](#)

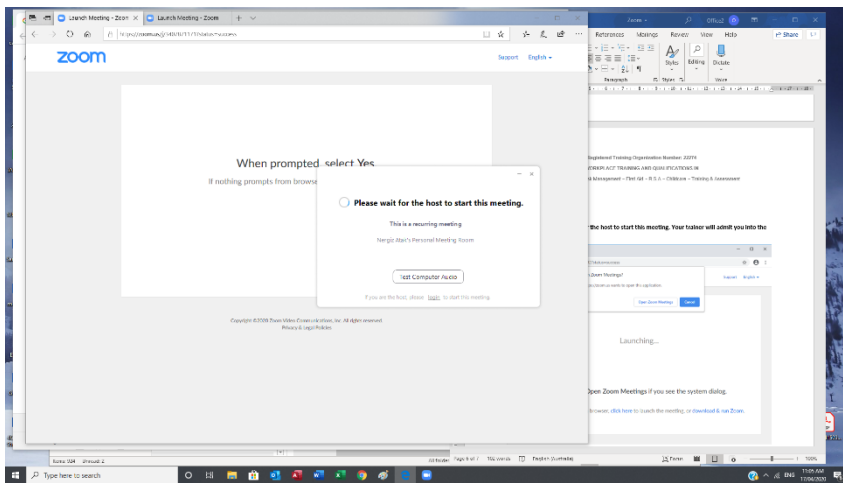
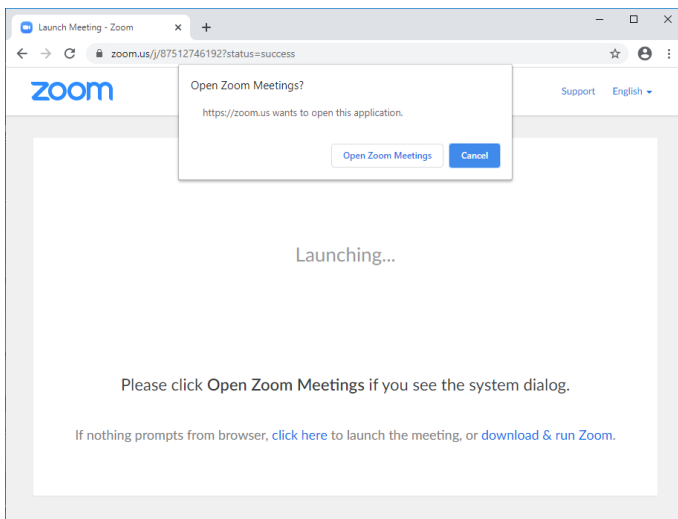
8. You now have an account. Select “Join a Meeting” 5-10 minutes before your class is due to start.



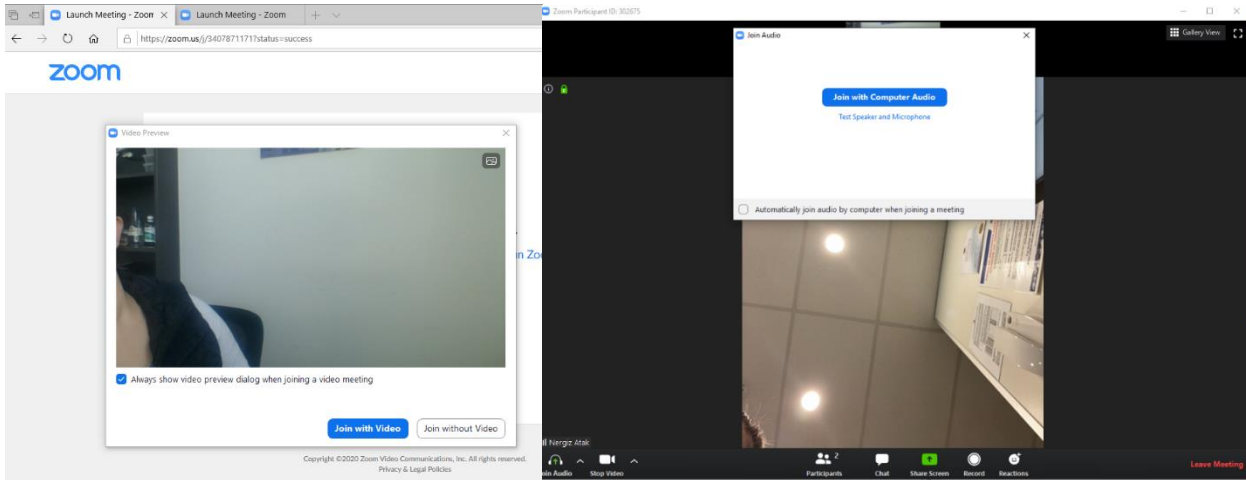
9. Enter the Meeting ID Number and click "Join"



10. You should now be waiting for the host to start this meeting. Your trainer will admit you into the session.



11. Click join with video and then click join with audio



That's ALL to it. Now on the day of your training, wait for an invite from your trainer.

THANK YOU
TAT Team.

REMOTE DELIVERY STANDARD OPERATING PROCEDURES FOR COVID 19

Given the high risk of the corona virus pandemic Technical Advanced Training RTO code 22274 recommends the following Standard Operating Procedure (SOP) to be put in place to reduce the risk of students and staff contracting and/or spreading the virus.

Remote Delivery Structure

1. Students will have their delivery of the course delivered through an online platform using ZOOM or similar technologies. Students are required to attend classrooms for 5 half day sessions for the practical and role play assessments.
2. Students will be required to attend online delivery and required to also do self-paced study and assessment for a combined 8 hours a day.
3. On enrolment students must provide their email address and mobile numbers for communication. Students must have access to a computer with a camera, microphone and speaker.
4. When students have enrolled, they will be given help notes on Zoom, Cluster 1 Workbook Questions and emailed copies of the timetable and Student Training Resource.
5. Day 1: Students will be required to log into the induction for approximately 2 hours. During the induction student will be advised the changes in delivery is only due to the Covid-19 response, the need to protect students and staff and stop the spread of the virus. Students will then be run through the copies of the Assessments, Student Training Resource and the timetable.
6. Trainers will follow the timetable and complete the online delivery before the assessments daily as required. This will allow students to get the required knowledge of the unit before attempting to do the unit assessment. Students will also be able to ask questions and interact with the trainer through the online platforms.
7. Students will have ability to email trainers for any assistance required. Trainers will be given access to student emails and contact numbers to be able to discuss any issues the student may need.
8. All delivery by trainers where possible can be recorded and kept for students to replay.
9. The students will all be required to attend the online delivery and will be signed-off for attendance by the trainer at the beginning and end of the session. The trainer will be available for the delivery and assessment for 4 hours every day.
10. Students will also be required to attend specific days that will be scheduled to perform the role plays and the practical assessments. See the attached student timetable for details.

11. Classes during the role plays and practical assessments will be divided into two group sessions of no more than 13 students. Students will be allocated to a Groups by the trainer. Students are divided into 2 Groups to ensure that students are spaced apart as practicably possible for the face-to-face sessions to abide by the social distancing rules.
12. For First Aid training a reasonable adjustment will be applied due to the COVID-19 pandemic. For the practical assessment where the student is required to demonstrate all aspects of giving breaths, it will be acceptable for assessors to observe the head tilt and blowing to the side of the mannikin, not actually blowing into the mouth of the mannikin. This reasonable adjustment is to only apply at this time of the COVID-19 pandemic (i.e. on an exception basis only).

REMOTE DELIVERY Student Timetable for Certificate II in Security Operations

- Copy of the Student Timetable is available on TAT's website under "Resources"

DURING SHUTDOWN

To continue to provide Security Operations Training TAT Management team is proposing the following be adopted when in future shutdown of work premise scenarios are proposed.

13. The face-to-face sessions identified in the student timetable will be replaced by demonstrations using video conferencing or videos demonstrating the topic.
14. Similarly, to point 12 above, only during the COVID-19 pandemic, instructors will attempt to observe the practical demonstration via video conferencing and sign-off the students competency if they are satisfied. This reasonable adjustment is to only apply at this time of the COVID-19 pandemic
15. The online training is proposed to be in place until the Government or the Education Department deems it safe from the COVID-19 pandemic to resume face-to-face training.

STUDENT TRAINING PLAN

- Copy of the Student Training Plan is available on TAT's website under "Resources"