



Introduction

Gardiner Associates Training & Research (GATR) Online-learning portal has been designed to deliver online learning courses, modules and information to registered participants.

GATR will deploy the following online training courses:

- Information only modules
- Stand-alone online courses
- Online courses with elements of guided-learning from experienced online tutors/trainers
- Online modules/courses, which are part of blended-learning solutions
- Courses, which include accreditation to Skills for Justice Awards (SFJA) qualifications
- Continued Professional Development modules
- Re-accreditation modules

Registration

Registration is available by going to the appropriate course/module page at <http://gatr.co.uk/> and submitting the appropriate registration form. Once the application is processed by GATR administration, the learner/candidate will receive a username and password by email providing access to the site. Information about how to navigate the site is included in an online video guide. Please note that access to the online-learning portal may not provide immediate access to the required course. An enrolment process may be required (see below).

Level 2 Introduction to Fire Investigation courses

If an organisation is funding a number of learners/candidates, the organisational coordinator must register learner/candidates through GATR's Level 2 coordinator. This is to enable the GATR team to manage the learners and provide the best possible support. Individual learners are welcome to register individually. Please contact enquiries@gatr.co.uk



Enrolment

For some courses, learners will be automatically enrolled onto the course prior to the commencement of the course. Certain courses are carried out in groups or cohorts; therefore, the individual learner will be enrolled as part of a group or cohort. The learner will be notified of the commencement date and closing date of the course. Other courses/modules may invite the learner to self-enrol. Registration and enrolment instructions will be sent to individuals.

Personal areas

Learners have two personal areas:

- Profile page
- Dashboard

The **Profile page** contains information about the learner. Most information is visible to other users, but the learner may elect to hide personal information like email addresses. Date of birth and ethnicity details are not shared with other site users by default. All information is available to the Site Manager and the Course manager. This information is not shared with any third party. Please view our Privacy Notice on gatr.co.uk.

The **Dashboard page** is an area where the learner can access their enrolled courses, view their course progress, view their grades (if the course provides a grading system) and other pertinent information such as messages, alerts and discussions. The learner can elect not to be notified by email about alerts and notifications.

Messaging, forums and alerts

The site has its own messaging system where users can contact individual members of the site including or other members of their cohort or the cohort tutor. The user may elect not to be notified by email of any alerts or notifications. The site or course manager may also provide messages to individual learners or course participants. There are also site announcements, and a 'Questions and Problems' forum on every course page.



The learner should ensure they visit the site on a regular basis to ensure you view any messages, which may be pertinent to your course. Some organisational emails treat messages from the site as spam. If you are having trouble receiving information, please see your organisational coordinator.

Roles

There are a number of roles which are undertaken by GATR staff to facilitate the online process.

Administration

General registration and general enquires are carried out by GATR administration.

Site administration

The site administrator carries out enrolment and general site administration duties and is responsible for the smooth running of the site including deployment of various courses.

Head of Centre

The Head of Centre is a permanent role within the assessment centre and ensures that all assessments and accreditations are carried out in a fair and standardised way as required by the awarding body. The Head of Centre manages the policies, provides guidance and training to assessors and acts as arbitrator for appeals.

Assessment Manager

The assessment manager ensures that assessments are carried out in a fair and standardised way independent to the assessors. He/she also ensures the smooth running of the assessment process on a particular day, particularly for Level 5 practical assessments. The assessment manager role can be carried out by anyone having knowledge of the assessment process.

Internal Quality Assurance (IQA)

Quality assurance is carried out during and subsequent to the completion of each course. Learners' results are dip-sampled to ensure consistency of marking (where applicable) and



checking final results. Internal Quality Assurance is required where the course has an option to be accredited with an awarding body.

External Quality Assurance (EQA)

Candidates results are regularly dip-sampled by an External Quality Assurer provided by the awarding body to ensure quality of assessment.

Assessors

Assessors are qualified persons independent of course tutors who have the role of ensuring all competencies are met if there is a requirement to accredit the learner.

Course managers/Tutors

Some online courses will require an element of guided learning especially if a course is accredited by an awarding body. In the case of Fire Investigation courses the awarding body is SFJ Awards. Guided learning is carried out either by tutors or the course manager who have additional site privileges to access learners' information including course activity. The course may include an interactive element - for example a remote discussion event.

The course manager is a subject matter expert and can be contacted by learners or candidates if assistance is required throughout the duration of the course.

Student/Candidate/Learner

These terms are used synonymously for a registered user of the site who has been enrolled in a course or module. If the course is accredited, the learner will be referred to as a candidate.

User or Registered User

A registered user is a person who has been allowed access to the online-learning portal. They may not necessarily be an active participant in a course but may be enrolled as a guest or observer. Examples may be GATR directors, external verifiers and other observers. These roles do not have access to any of the learner's personal details nor do they have any effect on the outcome of the learners' course.



Organisational Coordinator

The organisational coordinator may have requested access to the cohort. The role of the organisational coordinator is primarily to assist with organisational learners' progress throughout the duration of GATR's Level 2 Award in Introduction to Fire Investigation online course. As such the organisational coordinator has access to each learner's progress.

Learner support

On registering for courses, individuals and coordinators are encouraged to identify learners who require additional learning support. The course will be adapted on an individual basis depending on the requirements of the learner. Assistance can be provided at any time by posting a query on the course 'Questions and Problems' forum.

Course content

Courses and modules will include an administration area that provides information about the course and how the course should be completed. The learner will see the aims and objectives of the course.

Courses will usually be split into modules and lessons and will contain learning within the lesson activities. Lesson activities may contain images, videos, sound bites, interactive discussion forums, knowledge checks and assignments. These activities are monitored by the system and will show whether the learner has completed the activity. Learners may have to mark some activities as complete themselves or complete the lesson and activities in the lesson for the system to show the lesson as completed.

The system will also show the overall progress of the learner throughout the course. This information is available to the learners from their dashboard area, but it will also be available to the course manager, site administrator and organisational coordinator. In most cases, the learner will not successfully complete the course unless all the requirements of the course, including elements and activities, are completed. In some cases, the course manager or Head of Centre must sign-off the learner for the learner to successfully complete the course.



Activities can be taken in any order and at any time within the constraints of the course deployment. It should be noted that some courses have commencement and completion dates.

When revisiting a page, the learner will be asked whether they wish to commence the lesson or activity from the beginning of the lesson or start where they left off.

A 'Questions and Problems' forum is available on each course administration area. The course manager or course tutor for the course will respond to the query as soon as possible, alternatively the learner may contact the tutor through the site messaging system or GATR administration by email on enquiries@gatr.co.uk.

It should be noted that access to the site, modules and progress within courses and course/lesson activities may be monitored by GATR staff but only as required for the learner to successfully complete the course and for quality control purposes.

Questions and knowledge checks

As part of the lesson or course, simple questions and knowledge checks will be required to be undertaken. In most cases the system will mark the learners' response and will provide immediate feedback. If a question is answered incorrectly, the learner may have to revisit a lesson or part of a lesson again or may have the opportunity to make another attempt at the question. In some cases, the learner may not be allowed to continue the course until a correct answer is given. Usually the learner will be able to see which question was answered incorrectly, but they will not be able to view the correct answer. In the case of certain courses, the assessment area will not be available to the learner until certain criteria are met.

Assessments

Some courses have one or more assessment elements. These are undertaken online and are usually only made available when the learners have completed most of the lessons. Learners may have a limited number of attempts. If the required score is not achieved within these attempts the onus is on the candidate to contact the tutor to discuss the issue and have the assessment reset.



As the assessment is carried out online, GATR and SFJ Awards accept a declaration of authenticity stating that the assessment was carried out by the learner without assistance. This declaration must be signed and uploaded to the site.

Remote discussions

Some courses require contact with a tutor to discuss aspects of the course or to address some course criteria. The course handbook and instructions will dictate the interaction and questions that will be asked. The tutor is an experienced fire investigator and will assist the learners through the process. There is a remote scheduler to book the discussion with the tutor. Remote discussions can be carried out using FaceTime, Whats App, telephone or Teams at the tutor and learners' mutual agreement. This discussion usually takes 30-45 minutes and is usually carried out towards the end of the course.

Assignments

Some courses may require a written assignment to be submitted. The written assignment may be required to be uploaded in word, pdf or other popular word processing formats or it can be carried out online. Instructions for the assignment should be read thoroughly. The course manager or tutor will mark the assignment and provide feedback.

Completion and Results

Level 2 GATR route learners may download their certificate following the successful completion of all lessons and assessments.

Level 2 SFJ Awards route candidates will be sent a Statement of Completion if they successfully complete all elements of the course. Completion data for the cohort will be sent to the organisational coordinator. SFJ Award e-certificates will be sent to organisational coordinators who will be responsible for distributing them to successful candidates. Please note that results will not count if assessments are undertaken after the course closure date.

Level 5 candidates will be sent their certificate on successful completion of the assessment process.