



Online Service Standards

Student Support

Crown College provides the following support to assist students with studying any aspect of their course online.

Contact for queries:

- Trainers/Assessors will provide students with details of availability to respond to queries throughout the course;
- Trainers/Assessors will provide contact details including phone, email and onsite location;
- Assessments submitted by the due date will be marked and returned within 10 working days;
- Trainers/Assessors and Student Admin may be contacted for technical queries relating to online access;
- Crown College Student Support aim to respond to queries within 2 working days;
- All students have access to the Crown College library including free access to computers, online programs and the internet.

Student Entry Requirements

The following are the minimum information technology requirements to enable access to Crown College online programs:

- A desktop or laptop computer (with 4GB memory and 1.8GHz processor) however many aspects of the course can be accessed via smartphone or tablet. Students that may not have access to the above can utilise the computers in Crown College library;
- A reliable internet connection with the latest version of a web browser such as Google Chrome, Microsoft Edge or Safari.

Learning Materials

Crown College ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Videos
- Audio
- Guided content
- Interaction through discussion forums
- Students with accessibility issues can request alternative versions of key information.

Student Engagement

Crown College provides an online learning experience that is engaging and interactive. Students can interact with trainers and peers through group discussion forums and online messaging/chat.

Ongoing feedback is provided by interaction with Trainers/Assessors via:

- Informal discussions
- Responses to individual queries
- Formally via feedback to assessment tasks



Modes and method of assessment

Learning and assessment tools used in online delivery are subject to the same quality reviews as other learning material and assessment tools.

Forms of assessment will vary across different courses, but will include a combination of:

- Knowledge questions
- Projects
- Case studies
- Presentations

Trainer/Assessor Skills

Crown College Trainers/Assessors involved in online courses have undertaken professional development and training in online delivery which may include:

- Internal professional development sessions
- Participation in external professional development sessions

For any further information, please contact Crown College student support team:

Contact: Studentadmin@crowncollege.edu.au
 9292 8400