ONLINE SERVICE STANDARDS

Einstein College of Australia offers a range of programs that can be delivered partially online. We are committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to you in key areas.

STUDENT SUPPORT

Einstein College of Australia aims to provide an environment that is supportive and caring while addressing the learning needs of all students.

Einstein College of Australia will provide the following support to students studying any aspect of their program online:

Skills First Teachers
- are accessible via email for the duration of your program and will reply to queries within 72 hours.
- will return assessments to students within 14 days.

Administrative Support
- is available by phone and email between 09:00 AM and 05:00 PM Monday to Friday.
- Will reply to queries within 48 hours.

IT Support Helpdesk for Technical Queries
- Available via phone and email between 09:00 AM and 05:00 PM Monday to Friday.
- Will reply to queries within 48 hours.

Support Services
- Counselling service available by appointment between 9:00am and 5:00pm Monday to Friday, in person or via video conference.
- Library on campus is available to online students and is open between 09:00 AM and 05:00 PM Monday to Friday.

STUDENT ENTRY REQUIREMENTS AND INDUCTION

Einstein College of Australia conducts a comprehensive Pre-Training Review for all prospective students to determine whether a program is suitable and appropriate for their individual needs. This includes an assessment of your digital literacy by:
- asking you to do a self-assessment quiz
- making recommendations about whether the program is suitable for you and identifying additional support where required.

Einstein College of Australia uses Zoom for online program delivery.

The following are the minimum information technology requirements to enable optimal access to Zoom:
- a computer or device with a minimum of 8GB memory and 1.5Ghz processor
- Microsoft Windows 8 and above
- macOS X with macOS X (10.11) or later

LEARNING MATERIALS

Einstein College of Australia ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:
- graphics
- video
- audio
- interaction through discussion forums and webinars.

The principles of the Web Content Accessibility Guidelines are applied to our learning materials by ensuring that they are: perceivable, operable, understandable and robust.

STUDENT ENGAGEMENT

Einstein College of Australia provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your program. Collaborative learning opportunities will be provided so that you can interact with peers, through webinars.

Ongoing feedback will be provided through:
- interaction with trainers/assessors in informal discussions
- in response to individual queries and in relation to the tasks you complete.

MODE AND METHOD OF ASSESSMENT

A minimum of two forms of assessment will be used for each unit. Forms of assessment may include written work, case study, project, and observation of demonstration of practical skills.

SKILLS FIRST TEACHERS

All trainers and assessors delivering online programs at Einstein College of Australia are experienced in online delivery and have undertaken professional development in online delivery, which includes:
- participating in a staff reference group of online trainers and assessors who meet and share ideas for improvement.