

International College of Queensland - Online service standards

International College of Queensland offers a range of courses that can be delivered partially online.

International College of Queensland is committed to providing a quality learning experience for students studying online and these online service standards explain our commitment to students.

Student Support

International College of Queensland will provide the following support to students studying any aspect of their course online:

Trainers/assessors

- Will be available for queries about learning and assessment by phone, email and online chat, through the Learning Management System, between 9:00am and 5:00pm Monday to Friday for the duration of the course/module.
- Will reply to queries within 48 hours and assessment will be returned within 10 business days.

Administrative & Student Support

- Will be available for queries by phone and email between 9:00am and 5:00pm Monday to Friday. All students will be given a direct line to their trainer and assessor.
- Will reply to queries within 48 hours

IT support helpdesk for technical queries

- Will be available via email between 9:00am and 5:00pm Monday to Friday.
- Will reply to queries within 48 hours

Student entry requirements and orientation

International College of Queensland are committed to ensuring that all students enrolled into any course meet the suitability requirements of the course.

Stage A

Assessment for suitability for the course starts at the beginning of the enrolment process through an interview with a career consultant who will ask you various discovery questions. These questions are designed to gather information about your career goals to determine if the chosen course meets your prospective needs.

Stage B

You will then be required to complete a Pre-Training Review which includes a Language Literacy and Numeracy tests and asks a range of questions in relation to your expectations of the course and your previous study or work experience.

All students enrolling into a Diploma level qualification are required to complete an online assessment in the Australian Core Skills Framework (ACSF) to assess your reading and numeracy skills to ensure you meet the required level of the qualification.

Students who can provide a copy of a Senior Secondary Certificate of Education for year 12 or provide a copy of a qualification under the AQF at certificate level 4 or above are exempt from completing the ACSF online assessment.

Once your enrolment application is complete, you will be required to participate in an online orientation. Following on from this, you will be required to participate in a face to face orientation, this can be done via webinar or on campus.

Learning materials are accessed through our online learning platform “Desire 2 Learn”.

Computer Literacy:

Basic knowledge of computer and Internet skills are required. These may include but not limited to –

- Basic understanding computer hardware and software
- Basic computer operations such as
 - Using keyboard and mouse
 - Managing files and folders
 - Using software applications, such as Word, Excel, PowerPoint
 - Send and receive emails, including attaching documents and files to email

Hardware:

- Computer type: Laptop or PC
- CD-RW/DVD
- Ethernet and/or Wireless
- USB Flash Drive

Software:

- Windows 7 or higher (recommended) or latest iOS
- Office Suite 2007 or higher
- Web Browser: Firefox, Chrome, Safari
- Audio/Video playing software such as VLC Player (Free to download)
- Adobe Flash Player (Free to download)
- Adobe Acrobat Reader (Free to download)
- Security software/Antivirus to help guard against viruses and spyware (Recommended)

Internet:

- High speed broadband access (LAN, Cable or DSL) is highly recommended for the optimal learning experience.

Email:

- A valid email address, which should be checked frequently, is required

Learning materials

International College of Queensland ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Diagrams and quizzes
- Revision tests
- Video demonstrations with audio

Student engagement

International College of Queensland provides an online learning experience that is engaging and interactive. We will monitor your participation and ensure that you continue to progress through your course.

Collaborative learning opportunities will be provided so that you can interact with peers, through discussion forums and practical workshops. Ongoing feedback will be provided as you study through interaction with trainers/assessors in informal discussion forums, email and phone.

You will be monitored weekly in class by your allocated trainer.

Mode and method of assessment

You will be assessed using a variety of methods in line with the assessment requirements for each unit of competency including;

- Written questions
- Oral questions
- Projects
- Portfolio
- Practical assessment
- Case studies
- Quizzes

Assessment is conducted on both the online learning platform and through practical workshops.

As an online student, you are required to attend compulsory practical workshops as part of your assessment as indicated in the course information sheet that will be provided to you at enrolment.