COLLARTS

Online Service Standards

Collarts offer a range of courses delivered online. We are committed to providing the highest quality learning experience for students and these online service standards outline our commitment.

Student Support

Collarts provides the following support services to students studying their course online:

Trainers/Assessors

- Collarts academic staff will regularly engage with you through our Canvas LMS, online student hubs, group discussion boards and weekly live conferences(refer to your Cohorts timetable).
- Our Academic Team is available for queries about learning and assessment by phone, email and online chat between 9:00am and 5:00pm Monday to Friday for the duration of the course.
- Teachers will respond to your queries within 48 hours on business days. Assessments submitted on time will be marked within one week of the due date.

Administrative Support

- Collarts have a dedicated Student Support Team for any administrative assistance or queries including assignment extensions, Special Consideration applications and Canvas LMS access/use.
- Available by phone on 1300 818 777 and email vet.support@collarts.edu.au between 9:00am and 5:00pm Monday to Friday. Enquiries will be responded within 24 hours on business days.

IT Support Helpdesk

- Collarts have a dedicated IT Support Team for any technical assistance or queries.
- Available by phone on 1300 818 777 and email at helpdesk@collarts.edu.au between 9:00am and 5:00pm Monday to Friday. Enquiries will be responded within 24 hours on business days.

Support Services

- Collarts provide a Wellbeing Support Team of professional counsellors for confidential one on one sessions and an Academic Skills Manager for dedicated study support sessions.
- Both services are available by appointment on 1300 818 777 and email support@collarts.edu.au between 9:00am and 5:00pm Monday to Friday, in person or via live video conference.
- Collarts students also have full access to our digital library and other student resources such as LinkedIn Learning and RB Digital through their My Collarts portal.

Student Entry Requirements and Induction

Collarts will perform a comprehensive Pre-Training Review with each student prior to course commencement to determine whether the course is suitable and appropriate for their individual requirements.

As part of our Pre-Training Review, Collarts will assess your level of digital literacy by having you complete a self-assessment of your computer literacy skills. We will then discuss the outcome and make recommendations in the areas identified as requiring additional support.

During Application process Applications will need to submit a portfolio of 4 – 6 pieces of original creative works that will be reviewed by the Program Manager

An induction session is held during Orientation Week and features a live interactive session with members of the Academic and Student Support Team presenting an overview of the course and answering FAQ's.

It is highly recommended that students have access to a laptop or desktop computer with a minimum 8GB memory and 1.5Ghz processor, Microsoft Windows 8 and above or Mac OS version 10 and above.

A reliable, high speed internet connection is also required to optimise your learning experience and live conference interaction. Web based content and our Canvas LMS is also available on hand held devices such as mobile phones and tablets.

Learning Materials

Students will access their learning materials using the Canvas LMS. Collarts ensures learning materials are presented in a variety of formats to optimise the learning experience, including:

- Interactive live conferences with teachers and classmates
- Interactive discussion forums
- Guided content
- Video
- Audio

Alternative versions of key information can be provided upon request to students with accessibility issues and feature our Immersive Reader application.

Student Engagement

Collarts provides collaborative learning opportunities that enables you to interact and engage with your peers and teacher through group discussion forums, online messaging and live webinars.

Ongoing feedback will be provided as you study through:

- Interaction with teachers in webinars, discussion forums and online messaging
- Detailed feedback on your assessments

Our Student Support Team is in place to monitor your participation and assist your progress throughout your course. The Student Support Team has weekly meetings with the Academic Team to individually assess each students participation and progress to ensure they remain on track with their studies. Any student deemed to be at risk will be contacted so that appropriate support measures such as a Learner Commitment Plan can be put in place.

Students who haven't been participating or submitting assessments within the relevant timeframe, will be notified by Student Support Services via email and phone. If after 3 attempts to rectify their status, the student may be withdrawn from the course due to non-engagement.

Mode and Method of Assessment

A minimum of two forms of assessment will be used for each unit of competency. Forms of assessment vary per course and include a combination of the following:

- Observation
- Knowledge questions
- Presentations
- Projects
- Evidence portfolios
- Reports or case studies
- Demonstration of practical skills

Where students are asked to demonstrate competency in practical skills, video technology may be used.

Trainers and Assessors

All Collarts trainers and assessors delivering online courses have undertaken professional development in online delivery. They all hold formal current teaching qualifications and have current industry experience in their field of expertise. The latest teaching technologies and best practice teaching methodologies are utilised.