ONLINE SERVICE STANDARDS

Melbourne City College Australia offers a range of courses that are delivered online. The following online service standards are our commitments in providing quality online learning experience.

Student Support

Melbourne City College Australia provides the following support to help you with your study:

Trainers/Assessors

If you course are delivered online, you regularly engage with your trainers through weekly online live webinars and messages via the Cloud Assess or emails.

The trainers will respond to your queries within 5 business days. Assessments submitted on time will be marked and returned within 2 weeks of the due date.

Additional help from the Student Support Services Team

Help by phone or email is available from the Student Support Services Team 5 days per week:

- Monday to Friday (9 AM – 6 PM)

The team will reply to phone calls during opening hours immediately and to emails within 2 business days. You can reach the Student Support Services Team on (03) 9614 8422 or email studentservices@melbournecitycollege.edu.au.

IT Support

Students can phone the IT Support Team on (03) 8592 6425 and Ext 312 or email adminsupport@melbournecitycollege.edu.au to help resolve IT issues 5 days per week:

- Monday to Friday (10 AM – 8 PM)

Support Services

If you course are delivered online, you have access to the same support services as students whose courses are delivered face-to-face on campus.

You can access our counselling services, extra English classes and other support services.