



Dates

When does the course start if I choose to start my studies online?

The course will start at the same time as it does for all other students – this is 20 April 2021 for UoA, AUT and VUW.

But please note that it is compulsory to attend orientation as well. Orientation for AUT and University of Auckland will be held on 12 April and for Victoria University of Wellington on 16 April.

Do we have a late start date for the online study?

We do not encourage late starts for online study as the main reason that we normally show some flexibility here is due to visa and travel delays, which don't apply to online study. However, we may allow for up to 2 weeks late start depending on the student's circumstances.

How long will I be studying online?

As soon as we are confident that the borders will re-open, we will work towards welcoming students to New Zealand. There is likely to be some delay with visas due to the backlog and so exact timing will be confirmed when we know more. We will provide online learning for as long as required while students wait for visas to be processed. We will also run orientation every week to ensure that students all receive the same welcome to New Zealand once they are able to join their classes as planned in New Zealand.

Delivery

What online teaching platforms and methodology do we use?

- Our central LMS (Learning management system) is [Blackboard](#)
- We are using Microsoft Teams as well as [Zoom](#) for videoconferencing tool for live lessons with our teachers and students
- For over 10 years, we have been using [Education Perfect](#) to help our students practice their Mathematics as well as their English. We will keep using this outstanding tool with our online students

Our teaching staff use a range of additional online interactive tools to ensure students interact, practice and engage with their online learning and each other:

- [Nearpod](#) is used for interactive lessons and learning activities
- [Kahoot](#) is used for game-based quizzes and short (5 – 10 minutes) learning activities that are part of our lessons
- [Socrative](#) allows for students and teachers to participate in quick polls and answer questions via their phone:
- [Flipgrid](#) allows students to produce and share short videos with each other as part of the class. This can either take place during a live lesson or as part of self-directed learning.

What operating system is the online course compatible with?

You can use either Apple or Windows for your online studies. We have tested both and are confident that there will be minimum problems regardless of the equipment or systems that you are operating at home.

What if the online platform doesn't work in my country?

We have selected platforms that we are confident will operate in all regions, so this should not be a problem for you. If you experience any problems, we will have dedicated student support officers on campus to help you.

Who are the teachers that will do the online teaching?

The same teachers that are teaching the students in New Zealand will be delivering the online modules.

We have heard that other institutions teachers are not trained in how to deliver online learning, how well trained are the teachers?

We have the unique advantage of being a very technologically advanced institution already, where we use inter-active methods, are an Apple Distinguished School and use a flipped learning approach, so all of our teaching staff are well versed in using technology in the classroom every day.

The Flipped approach we have been using for over 5 years supports this as we are very comfortable preparing learning content for students to access before a 'class', the difference now is that the 'class' is online, not face to face.

We run professional development workshops for our teachers continuously, to bring their existing knowledge together with some new platforms to provide you with the best possible online learning experience.

How can students engage with teachers one-on-one?

Teachers will maintain a learning forum in their Blackboard course, which allows students to ask public questions that all students can see. Students can also email their teacher privately.

How can I be sure that I won't fall behind if I am studying online and the other students are studying in class?

There is no reason for you to fall behind, as you will be studying at the same pace as your classmates in New Zealand. However, we will run additional tutorial classes, provide extra exam preparation and revision and we will have welfare staff available who will be dedicated to ensuring a smooth transition for you once you arrive in New Zealand. Students can also ask questions via the chat on Zoom or Microsoft Teams.



How will I know if my child is progressing well with their studies and attending class?

We aim to provide an update on attendance as well as term reports as we do in New Zealand. Further information on how parents can receive these reports will be shared as soon as it is available.

Visa

What if I start my studies online without having my visa and then my visa is rejected?

As we do normally, we will treat instances of visa rejection on a case by case basis.

If I am in New Zealand already, can I start the course online without having my visa yet?

No, unfortunately if you are already in the country, the immigration regulations restrict you from being able to start your online study without a valid visa.

Curriculum

How can I choose my subjects?

Selecting the most appropriate subjects will be part of your orientation. If you have any questions, please email your Head of College.

What subjects will my child/students study online?

Almost all subjects will be available online. Please check our website for the full list of online course availability.

Online University of Auckland courses may include:

Accounting, Art History, Biology, Chemistry, Design, EAP 1, EAP 2, Economics, Geography, Mathematics, Statistics, Physics, Photography

Online AUT courses may include:

Accounting, Algebra, Calculus, Cell Biology, Design and Art History, English 1, English 2A, English 2B, Government and Society, Microeconomics, NZ Culture and Society, Quantitative Methods, Statistics, Electricity

Online VUW courses may include:

English for Tertiary Study (I and II), Introductory Mathematics, New Zealand Culture and Society, Calculus, Design and Society (I and II), Environmental Science, Health Studies, Introduction to Accounting, Macroeconomics, Management Studies, Marketing, Media Studies (I and II), Microeconomics, Psychology, Quantitative Methods, Statistics.

Are classes compulsory?

Yes, classes are compulsory, as you will be commencing your course online, and will be expected to attend in that same way as you would be if you were physically in class in New Zealand. We will also monitor your interaction with the online resources we make available, so we have evidence of full participation as this is important for your future success. Classes are compulsory not just for attendance, but also for authentication. We need to know that it is you, producing your own work.

What if I am sick and unable to attend class sometimes?

We understand that from time to time students may be unwell and unable to attend class. Up Education policy requires 90% attendance, and a doctor's note for any absences for more than 2 days. You must email or text your teacher if you are not attending a class. They will inform the Attendance Officer.

Will I still have homework?

Yes, you will have assignments just like if you were physically in New Zealand. These will be submitted through Blackboard.

Timetable

What time of the day will I study

You will receive a timetable after Orientation day, posted on BlackBoard. All times are in New Zealand timezone. Please talk to your teacher about what lessons are self study and what online lessons must be attended. Most online lessons will be during the afternoon (New Zealand time).

If the times for the livestream part of the online study make it difficult for me to join in my time zone, will there be a recorded version that I can access, and still take part in the self-study/group work at a more suitable time for me?

If your teacher is using Microsoft Teams, you will receive a recording of the morning (NZT) lessons.

Accepting your offer

Do I need to pay the full tuition fee?

Onshore students are required to pay full tuition fee, govt Levy, registration fee, resource fee, exam fees, medical & travel insurance and accommodation related fee (if applicable). Offshore students are required to pay full tuition fee, registration fee, exam fees and **50%** resources for online study.

Do I need to do anything differently in order to accept my place?

No, please just ensure that you have signed and returned the Confirmation of Enrolment form, ensuring that you pay particular attention to the 'Special Refund Terms for students who enrolled in our Online Foundation Programme'



Study options

What if I decide that online study is not working for me?

We're confident that once you get started you will see the value that our programme delivers. However, all students will be able to start their online learning and decide within the first 2 weeks whether they would like to continue or defer their offers to the next available intake. However please note that changing to a future intake may mean that your study plan is pushed back

Should I just defer to the next intake now rather than study online?

We understand that this is new and that you may not have studied online before, but we would recommend that you try the online learning option and see how it goes, this will allow you to stay on track with your study plans.

If I do not want to defer to the next available intake and wish to withdraw, will I receive a refund?

Yes, if you decide to withdraw within the aforementioned 2-week period, you will receive a refund of tuition fees paid minus a NZ\$1,000 administrative fee.

If I really want to study face to face, what are my options?

If you would prefer to wait until a later intake, most of our courses also run in January, July and October. However please note that delaying your start date is likely to delay your whole study plan.

Who are the key contacts I can reach out to?

If there is anything that you would like to discuss, please contact our student support team.

During orientation, we will introduce you to your individual support contacts who will include:

- the Deans responsible for your programme
- your teachers
- your Education Pathway counsellor, who will guide you through the choice of your courses
- Student services, who will support you with accommodation and any general inquiries.

For any other inquiries, we are confident that we will be able to answer all of your questions during our orientation programme, but please reach out to your agent or Regional Representative if you'd like to speak to someone.