

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

A: The course will start at the same time as it does for all other students – this is 2 October for Auckland University Of Technology and University of Auckland and 5 Oct for Victoria University of Wellington.

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

A: No, we can't accept 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.

Q: What online teaching platforms and methodology do we use?

- Our central LMS (Learning management system) is Blackboard: <https://www.youtube.com/user/BlackboardTV>
- For the past five years, we have been developing our ability to deliver our learning in a flipped mode. We will be using this approach for online as well as our on-campus learning delivery: <https://www.youtube.com/watch?v=hwu3xqbMKw>
- We are using Microsoft Teams as well as Zoom for videoconferencing tool for live lessons with our teachers and students: <https://www.youtube.com/user/BlackboardTV>
- 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: <https://www.youtube.com/watch?v=QkUkROaEEUk>

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: https://www.youtube.com/watch?v=g3GVkM_GVa4
- Kahoot is used for game-based quizzes and short (5 – 10 minutes) learning activities that are part of our lessons: <https://www.youtube.com/watch?v=7XzfWHdDS9Q>
- Socrative allows for students and teachers to participate in quick polls and answer questions via their phone: <https://www.youtube.com/watch?v=gQE-EkHNA8Y>
- 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: <https://www.youtube.com/watch?v=nRy1F53JeJU>

Q: Do I need an Apple product to operate online, or will everything work on Windows as well?

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

Q: Are classes compulsory?

A: Yes, classes are compulsory, as you will be commencing your course online, and will be expected to attend in the 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.

Q: Do I need to pay the full tuition fee?

A: Yes, please pay the tuition fee as indicated in the offer letter. Please note that you do not need to pay the additional fees at this stage, ONLY the tuition fee itself.

Q: I have paid all of my fees, including insurance and resource fees, can I have a refund of my insurance fee?

A: We can offer a refund on the insurance fee once you are physically able to commence your studies with us in New Zealand, as we will refund the remainder depending on the amount of remaining coverage you require. In the event that you do not come to New Zealand physically, we can then refund the whole amount at the end of the course.

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

A: 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.

Q: What subjects will my child/students study online?

A: 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
- **Online Auckland University Of Technology 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 Victoria University of Wellington 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
- The Online English courses for Extended and Standard Plus will also continue.

Q: How can I choose my subjects?

A: Selecting the most appropriate subjects will be part of your orientation. We will arrange for you to meet with your tutor online to discuss options.

Q: What time of the day will I study?

A: 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).

Q: Can I see an example of timetable for online study?

A: Yes, we have example timetables on our partnerships.up.education/online-learning

Q: Will I still have homework?

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

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

A: 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.

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

A: We will aim to provide an update on attendance each week as well as term reports, but please ensure that you sign the consent form, so that we have permission to share this information with you.

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

A: We have the unique advantage of being a very technologically advanced institution already, where we use interactive 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 Learning 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.

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

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

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

A: 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. If you have an interim visa, you may be able to study online with us, as your visa will be extended automatically by Immigration New Zealand.

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

A: Yes, you need to sign the UPIC Terms and conditions for Online delivery programmes in addition to the Confirmation of Enrolment document to confirm your acceptance to study online (as if you were coming to study with us in New Zealand).

Q: How long will I be studying online?

A: As soon as we are confident that the borders will re-open, we will work towards welcoming students to New Zealand. We will teach out the semester that you are studying online, so that all students can join face to face at the beginning of the following semester together. Note that there is likely to be a delay with visa processing due to the backlog and so exact timing so our goal is that this will allow enough time for students to obtain visas in time for the following semester's intake, however we will commit to providing online learning for as long as required while students wait for visas to be processed.

Q: Who are the teachers that will do the online teaching?

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

Q: If the times for the livestream part of the online study make it difficult for me to join in my timezone, 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?

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

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

A: If you would prefer to wait until a later intake, most of our courses also run in January, however please note that delaying your start date is likely to delay your whole study plan. You can find the details on our [website](#).

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

A: 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.

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

A: 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.

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

A: 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.

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

A: There is no reason for you to fall behind, however if you do, 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 email their teacher privately.

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

A: 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 use Blackboard to message staff privately.

Q: Who are the key contacts I can reach out to?

A: 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
- the Student Services, who will support you with accommodation and any general inquiries.
- your education pathway counselor, who will guide you through your choice of courses.

For anything other inquiries, we are confident that we will be able to answer all of your questions during our orientation programme, but please talk to your representative or [Regional Manager](#) if you'd like more information now.