



FAQ for Online Classes

Q. *How will my class happen if I join CELUSA online?*

A. Your teacher will send you a scheduled meeting through Zoom and you will join the class meeting every day at the scheduled time. All your class mates will also join the class meeting and it will be a face to face class electronically with your teacher and classmates.

Your teachers will be leading and supporting your class activities and learning just like they would in a classroom.

Q. *What is Zoom and what happens if I don't know about Zoom?*

A. Zoom is a way you can join in to a meeting or class with a group of people and you can all see and hear each other and you can share the things that you are working on with everyone.

Before your class starts CELUSA will send you information about Zoom and some Video links which show you how to use Zoom

Q. *What do I need to attend a Zoom Online Class?*

A high speed Internet connection (4G) Zoom requires high volumes of data so you need to have access to enough Data.

A device (preferably lap top or desk top) that has a keyboard, microphone and camera.

Q. *How will the teacher see my work and how will I submit my work online?*

A. There will be many ways you can share your work with the teacher and your class mates. Your teacher will show you how to use all of these tools in your first lessons.

Q. *Will I still be able to join my University course?*

A. Of course! Yes. If you pass your CELUSA course you will be able to start your University course.

Q. *How will the exams happen?*

A. The exams will be on line exams. Your teacher will explain how this will happen in your classes and you will have some practice exams so you feel confident with the process.

Q. *Will I have to attend every class?*

A. Yes, the conditions of your student visa will still apply. The teacher will take your attendance each day just like in a class.

Q. *How long will the online classes be running?*

A. The classes will run online until students are able to enter Australia again to study

Q. *Can I still come onto campus if I am already onshore?*

A. Yes. The university libraries are still open for you to use.

Q. *I am an international student, can I take a leave of absence and defer my studies until I can come to Australia*

A. Yes. You can defer your studies and you can join a class when face to face classes commence again.

Q

I have a question, who can I ask for help?

A

Need Academic Help

- Call us on +61 08 8302 1555 to make an appointment
- Email your CELUSA teacher
- Chat via LiveChat in the Student Portal

Need Accommodation Assistance?

- Call us on +61 08 8302 1027
- Email our accommodation service at saiibt.celusa.accommodation@navitas.com

Need Student Support?

- Call us on +61 08 8302 1555
- Email our Student Services at saiibt.celusa.studentservices@navitas.com
- Chat via LiveChat in the Student Portal

Need to speak to a Counsellor?

- Call on +61 08 8302 1026 or on 0491 052 487
- Email at leeanne.d'arville@unisa.edu.au
- Face to Face and Zoom sessions will be available