

# Frequently Asked Questions

## Virtual High School Preparation (as at 31 July 2021)

### **Q1: Why is the EQI High School Preparation (HSP) being delivered virtually?**

A: Travel restrictions are currently in place due to COVID-19, therefore EQI is offering students the opportunity to commence their HSP studies while remaining in their home country.

### **Q2: Which virtual program will students use?**

A: The required software for the HSP virtual delivery will be a web browser, Microsoft Teams and Microsoft Office Suite (PDF, Word, Excel, PowerPoint) installed into each student's computer with a high-speed internet connection.

This is free for students once enrolled into a Queensland school through their MIS account@eq.edu.au.

### **Q3: Can a student transfer from another HSP provider to EQI?**

A: For students currently undertaking virtual HSP through another education provider who want to transfer to the EQI virtual HSP, please contact the ISP Operations team to discuss this further – [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au).

### **Q4: Is there technical support available to students?**

A: The Microsoft Office Suite offers technical support in the student's language when students are studying in their home country. There is also support provided by the vHSP teachers.

### **Q5: Are there any savings for the virtual alternative?**

A: The savings will be more than \$400 a week due to not requiring the 20 weeks of accommodation, transport and living costs. This is a considerable saving for families given the current situation.

### **Q6: What is the virtual class structure and class size?**

A: Students will undertake a pre-course test to determine the class best suited to their learning needs. This test will be conducted on the first day of the program. Based on their results, students will be allocated to an appropriate level from beginner through to intermediate class.

EQI will allocate a maximum of 12 students per class which is smaller than the 18 in the HSP classes in Queensland and will ensure an even greater level of support and quality learning experience.

### Q7: How many hours of class time is expected for the virtual HSP?

A: There will be 20 hours of virtual face-to-face teaching per week and 5 hours of tutorials per week.

Students will undertake five subjects:

- English
- Mathematics
- Science
- Humanities and Social Studies (HASS)
- Integrated Skills

They will develop a range of skills to support their adjustment and academic performance in mainstream studies in their destination school.

Homework and assessment preparation will also be allocated to students. A sample timetable can be found here.

	Times	Monday	Tuesday	Wednesday	Thursday	Friday
Lesson 1	10:00am – 10:55am	Maths	Literature	Integrated skills	Social science	Integrated skills
Lesson 2	11:00am – 11:55am	Science	Integrated skills	Science	Integrated skills	Integrated skills
12:00pm – 12:50pm		First Break				
Lesson 3	1:00pm – 1:55pm	Integrated skills	Maths	Literature	Literature	Maths
Lesson 4	1:55pm – 2:45pm	Social science	Integrated skills	Integrated skills	Science	Social science
2:45pm – 3:15pm		Second break				
Lesson 5	3:15pm – 4:00pm	Independent study and virtual tutoring (academic writing and maths)				

### Q8: How do students/parents receive their homework?

A: Student will receive weekly assignments through Microsoft Teams including the instructions for their day-to-day activities and homework. Email notifications are automated to notify the student as new items are added. In addition, Homework will be introduced and described at the end of the day by the teacher. For example, there are a minimum of five assignments a week (one per subject) each assignment is broken down into three lessons and homework.

### Q9: How often will parents receive progress reports?

A: Parents will receive a progress report once per term.

### Q10: How is attendance recorded?

A: Students will be monitored every day by teachers and a roll call taken just the same as the normal school procedure. Attendance requirements will be the same that the current HSP Program and a student's inability to attend could affect their future enrolment.

### **Q11: Are there assessments?**

A: Yes, regular assessments will be submitted by students. This is the same number of assessments that a student would receive in the face to face learning at a HSP centre. Both virtual platforms Education Perfect and Microsoft Teams allow students to submit assessments in a timely manner and view course progress board for the results. Individual student course progress will be monitored using the Grades function of Microsoft Teams.

### **Q12: When travel restrictions are lifted and the borders are open, do the students get fast tracked to the normal HSP classes (do they need to pay extra)?**

A: Yes, students will progress to face-to-face classes upon arrival. The fees will be calculated accordingly. Any credit will be retained for payment of the subsequent terms. Any outstanding fees will be invoiced for payment prior to the student's arrival.

### **Q13: What are the main benefits for doing the virtual HSP program?**

A: Start virtual today and progress to your destination school sooner. Participation while offshore means that students will graduate from HSP sooner and remain on track for their preferred year level entry. Those that delay their entry also delay their entry point at the destination school. Virtual face-to-face teaching is delivered and supported by current HSP teachers (qualified high school teachers) who are employed by our schools. EQI is preparing you from your home offshore to the point where you can confidently start an enrolment at school.

Student engagement is maximised: face-to-face virtual teaching, interactive lessons, diversification of learning activities including writing, and noncomputer based activities. Students flourish in a dynamic virtual teaching environment.

Student wellbeing is at the core of the program: EQI adapted the delivery of the HSP course taking into consideration the latest advice on student wellbeing in a home learning environment. Students will be part of a balanced program including physical activities, breaks and relaxation time in order to maximise learning efficiency.

### **Q14: Can students record the lessons to playback?**

A: All lesson plans are available with immersive text which means the lesson can be read out for the student. Some of the lessons will be pre-recorded for student playback which will be very beneficial and advantageous.

### **Q15: Can students just continue with virtual HSP regardless of travel bans being lifted and then go to their mainstream high school?**

A: Yes, students can continue to complete their virtual HSP offshore prior to arrival to their mainstream high school.

#### **Q16: What other support is available to students?**

Students will have the option to contact EQI directly regarding issues with their enrolment. They will also be able to access the support of an International Student Coordinator and Guidance Officer if required.

#### **Q17: Is virtual HSP available to all EQI ISP students with a Confirmation of Enrolment (CoE) and letter of offer?**

A: No virtual HSP is only available to students who are offshore. It is not available to students already in Queensland.

Due to time zone constraints and the live delivery of classes in the virtual environment, this course is only available to students who are living in areas which are no more than three hours ahead or behind Brisbane time.

#### **Q18: What happens if a student does not wish to enrol in the virtual HSP course?**

A: Students who do not wish to undertake the EQI HSP virtual can defer their HSP enrolment to a future commencement date.

#### **Q19: Will EQI offer a pre-course tutorial or orientation session?**

For students who decide to enrol in the EQI HSP virtual, a comprehensive orientation module will be conducted by the same teachers who will deliver the HSP classes. There will also be reminders built into the system to assist students with the processes and requirements for their learning.

#### **Q20: What happens if a student completes virtual HSP, but due to border closures is unable to start mainstream in the intended year level?**

A: If a student has to defer commencement of mainstream study after completion of virtual HSP due to border closures, EQI will conduct a reassessment of their current situation. This will be case-by-case and would make considerations based on the student's:

- continuation in an age appropriate full national curriculum
- current age, English and year level requested
- requested year level entry point to the Queensland academic year

A: Students who successfully complete vHSP are eligible to sit an IELTS test in their home country to verify their achievements. The cost of this test will be reimbursed by EQI on presentation of a receipt.

#### **Q21: What happens if a student wishes to withdraw after commencing virtual HSP?**

A: Please refer to the following table about refund arrangements.

Refund arrangement for enrolment of Education Queensland International (EQI) Virtual High School Preparation (vHSP) packaged with International Student Program (ISP)

Scenario				Refund			Notes	
	vHSP			Mainstream	vHSP	Mainstream	Source of documents***	Updated: July 2021
1	Enrol	Complete	Pass	Withdrawal 2 weeks prior to commencement	N/A	Full refund. No charge of admin fee/ homestay placement fee	A	
2 a	Enrol	Complete	Fail	Withdraw: no further offer. Initiated by EQI	N/A	Full refund No charge of admin fee/ homestay placement fee	C <i>p.16 "We cancel your enrolment before you commence your course". Refund of fees paid (tuition &amp; homestay)"</i>	
2 b	Enrol	Complete but requires to extend vHSP	Fail	Student declines to extend vHSP and withdraws	N/A	Charge admin fee. Refund all other paid fee – tuition, homestay placement & weekly fee	C <i>p.17 "Refund of fees paid (tuition and homestay) less an administration fee to recover costs reasonably incurred as a consequence of the withdrawal."</i>	
3	Enrol	Partially complete	Incomplete	Withdrawal: initiated by student  Must notify EQI 2 weeks prior to withdrawal	Student forfeits remainder of vHSP term fees	Full refund if 2 weeks' notice provided prior to commencement.  If no notice given, admin fee charged but homestay placement fee refunded.	A  C	If student/agent does not respond to offer made and subsequently withdraws, EQI reserves the right to charge 10-week penalty.
4 a	Enrol	Partially complete	Incomplete	Withdrawal due to visa decline for mainstream study	Allow student to remain enrolled for remainder of term/ program	Follow EQI refund policy for visa refusal i.e. refund all fees except 5% or \$500 of tuition paid.	C <i>p.16 "Refund of tuition and non-tuition fees paid, minus the lesser of either: \$500 or 5% of the amount of tuition and non-tuition fees paid, as required by Australian law (Education Services for Overseas Students Act 2000, Education Services for Overseas Students (Calculation of Refund) Specification 2014)."</i>	
4 b	Enrol	Partially complete	Incomplete	Withdrawal due to visa decline for mainstream study	vHSP current term fees are withheld and any forward fees are refunded	Follow EQI refund policy for visa refusal i.e. refund all fees except 5% or \$500 of tuition paid	C	

\*\*\* Source of documents:

- A. FAQs for EQI ISP during COVID-19 on EQI website. Item 8 - refund: <https://eqi.com.au/ISP%20PP%20PDFs/frequently-asked-questions-ISP.pdf>
- B. FAQs: EQI vHSP <https://eqi.com.au/studyoptions/highschool/Documents/virtual-high-school-preparation-program-faq-updated-30-nov-2020-english.PDF>
- C. EQI ISP Terms and Conditions – refund policy (p.16) <https://eqi.com.au/ISP%20PP%20PDFs/standard-terms-and-conditions.pdf>  
Information of EQI ISP fee on EQI website: <https://eqi.com.au/study-options/fees>