

Remote Learning ELT Training Webinar Q&A summary

This document has been created from the Q&A session held in our webinar. They have been answered by the presenters – Jason West and Franca Turrin.

Question	Answer
If a student wants to get help for homework or what they have learned in class, what support system do you have outside the classroom?	Students have access to UTS Insearch HELPS where students can schedule a meeting with the Learning Advisor or join a variety of workshops and other community-based activities.
Do you offer extra assistance for lower level ELT students as they have limited English?	Yes. Learning in the lower levels requires more support. We run a series of HELPS workshops for lower-level students particularly focused on listening and reading skills. Student can book in for one-to-one help at HELPS. We're also keeping the number of students these classes low, so that students can spend more time with their teacher.
Is it possible teachers can give advice to each group of students while students discuss in the breakout rooms - like a usual classroom?	Yes. When the students are in breakout rooms the teacher can join any group, observe, advise or take part in the discussion, just like in the classroom.
After what amount of time can an ELT student apply for a gap?	Students can normally apply for a 5 week break after 20 weeks of study. Students with a special case or situation can apply for leave at any time, we call this Special Consideration. Students should speak directly with their Study Success Adviser, who will help them with their leave request.
What if a student misses a class? Is there any catch-up option?	Teachers, will help students get up to speed on missed lessons. Also, in my class for example, I send out a newsletter to all students at the end of each day it covers, what was taught, homework, what we will cover in the next lesson and what to do if there are internet issues. All teachers would have a similar routine.
Can an ELT student apply for a gap? They cannot arrive in Sydney and does not want to take the remote learning option.	Yes, a student that doesn't want to study remotely, can apply to defer their studies. Student Services or the Study Success Adviser can assist with this.
If students are not satisfied with the remote learning quality and want to complain about a specific teacher, what should they do?	Teachers are working hard to make sure that the quality of remote teaching is high and that students have a positive experience. If a student does have a complaint, then they can send an email to: Complaint@insearch.edu.au
How does remote learning work for students in different time zones?	I teach afternoon classes and to date it hasn't been an issue. Students are on time and ready to go. From my understanding the morning classes have been moved back a little to accommodate this. Students and teachers discuss the start time and can move this to a later start to accommodate students in different time zones.

