

COVID-19 Frequently Asked Questions

The Eagle Academy can now confirm that Term 3 classes, which start on 13th July 2020 and end on 18th September 2020, will be delivered in the following format

- Business courses staying 100% online excluding face to face bookings by arrangement.
- ELICOS/SR/FIT/OR courses are combination of face to face and online

To Translate this Document: <https://translate.google.com/>.

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CAMPUS OPENING HOURS

I have a question, can I come onto campus or call? During the COVID-19 crisis, our operating and opening hours have changed. Unless you need to speak to someone face to face or on the phone, we strongly suggest that you email us. If you need assistance, please email your concerns to the administration team or make use of the online forms located on our COVID-19 webpage <https://eagleacademy.com.au/about-us/important-information/coronavirus-arrangements/>

- Brisbane Administration: brisadmin@eagleacademy.com.au
- Gold Coast Administration: gadmin@eagleacademy.com.au

You can contact our administration teams on the following open days. As most administration staff are working off-campus, please email or complete an online form.

- Open: Monday – Thursday 8.15 am-4.15 pm
- Closed: Friday – Sunday

I can't study at home, can I study on campus? From Term 3, we have opened the Spring Hill & Southport Campus self-paced study spaces from 9 am-3.30 pm on Monday, Tuesday and Wednesday with social distancing measures in place. The Coolangatta Campus self-paced study space will be open from 9 am-3.30 pm on Wednesday with social distancing measures in place. The Carina Campus will remain closed. Outside of timetabled face to face class times, the campuses are open for self-paced study only. Please note, should the governments social distancing requirements change this option may also change.

I am about to start my course, do I attend an induction on campus? During the COVID-19 crisis, we will be allowing students to complete induction online. You are not required to visit the campus. You can complete the induction survey online. If you would like a student ID card printed, please send a suitable photo to the administration team. They will let you know when it is ready for pick up.

My books are on campus can I pick them up? You can pick up your textbooks on the campus study space days. Please complete the book sign out form so that we can make sure your textbook is ready for you.

<https://eagleacademy.com.au/online-enrollment/booksignout/>

There is no need for you to take printed blue/purple/pink workbooks home as all of these assessments are now available online in the form of word templates on OLC.

ENROLMENT CHANGES DURING COVID-19

I deferred/suspended, but now I want to restart. What do I need to do? If you had deferred or suspended your course but wish to commence now from home, please contact administration info@eagleacademy.com.au.

I would like to defer/suspend my course due to COVID. What do I need to do? Please complete the online deferral and suspension form <https://eagleacademy.com.au/students/defersuspend/>.

I'm stuck offshore or in another state. Can I still commence my course? You can still choose to commence your studies now, and complete online learning from a country other than Australia. If you would like to start studies offshore, please contact administration info@eagleacademy.com.au.

What happens if I can't do academy practical assessment and excursions online? We not only plan to make up for all missed academy run excursions and practical assessment when social distancing measures are reduced but we will allow students to complete academy practical assessment, missed due to coronavirus, up to 12 months after their course finish date. You won't miss out on opportunities to access course inclusions even if your course has finished. During term 2, students will still complete the activity/written components of practical assessments as part of the online classes. Practicals on campus will restart in Term 3 for all courses except Business.

What happens to my gym membership? We have been working closely with all third-party providers including the gyms to ensure extensions are applied for periods of closure. All students will receive a free gym membership extension for the period of the COVID-19 gym closures. This includes academy gyms as well as the Clem Jones Centre (Carina) and Jetts (Spring Hill).

What about elective unit excursions for Certificate IV in Outdoor Recreation (climbing & diving)? We have been working closely with all third-party providers including the excursion and elective providers to ensure extensions are applied for periods of closure. All outdoor recreation students will receive a free outdoor recreation elective unit

extension for the period of the COVID-19 third party provider closures. This includes climbing and diving courses. Please check the third party websites regularly for reopening and new course dates. Pinnacle has restarted course bookings.

Will I still be eligible for translink student concessions for the extension periods mentioned in the answers above?

Your translink student concession can be extended however it will require a formal enrolment extension. If you need your translink student concession extended, please contact the administration team. There are a number of ways to apply this extension to your enrolment. The administration team will need to discuss the best option with students on a case by case basis before making enrolment changes.

Will I need to change my course, CoE or Visa end date to access assessment extensions? Whether your course, CoE and Visa end date requires a change depends on your situation and what you want to do. If you are wondering what your options are please contact the administration team so that we can review your current course & visa end dates. The academy staff are not qualified to give visa or immigration advice, if you are wanting to know more about a visa extension, we strongly suggest that you contact a migration or education agent. Please note, you will receive the assessment, gym, excursion, elective extensions mentioned above even if you don't change your CoE or Visa end dates.

ONLINE LEARNING

EQUIPMENT & PROGRAMS

What equipment do I need for online learning? To access the Online Learning Centre (OLC) and your live classes you will need a computer/laptop/tablet/phone, Internet via modem or WIFI, microphone and webcam/phone camera. If you do not have access to these items, the Southport and Spring Hill Campuses are open on Monday, Tuesday & Wednesday from 9 am - 3.30 pm or Coolangatta on Wednesday 9am – 3.30 pm as study spaces.

What programs do I need to use for online learning? In addition to distance education resources, we have now added all of your course resources to the Online Learning Centre (OLC). You only need a device and internet connection to access this site. To complete online classes and assessment, you will need

- Microsoft office – ask the administration team about receiving a free office program subscription
- ELICOS/BUSINESS: Zoom software & account <https://zoom.us/support/download>

Optional

- Grammar checker <https://www.grammarly.com/>

GENERAL ONLINE LEARNING QUESTIONS

How do I access my online course and zoom webinar links? Prior to your commencement, you will receive an email from 'noreply@eagleacademy.com.au' with a username and password.

1. Go to <http://eagleacademy.com.au/onlinelearningcentre/login/index.php>
2. Enter the username and password.
3. Log in
4. Change your password

If you have not received the email, please speak with our Administration Team. Once logged in to OLC, you can locate your course & resources.

How do I know when my classes are live? Your new course timetable with live webinar times and face to face class times is available on OLC. If you are not able to attend the live webinar session, you will still be able to access the recording of the live session later.

How will online classes work? Most class delivery will be done via zoom webinars or on campus face to face classes. There may be the addition of some one-on-one phone calls or testing done on campus. We will continue following our standard term outline where possible. That includes running practicals that can be run online or running them on campus.

How will I know what to study and when? Your trainer will advise you on your current unit during your live webinar sessions. You can also access a full-term outline for your course in the Assessment Information section of your course on OLC. The term outline breaks down what you are expected to study in each week of each term/section. If you aren't sure what unit to move onto, please contact your trainer.

PROGRESS & ATTENDANCE MONITORING

How will my course progress be monitored (all students)? Your progress will continue to be monitored by using OLC logs and assessment completion. You may become at risk of unsatisfactory progress if you fail to complete the assessment at a satisfactory rate. Your live zoom classes will include assessment. Therefore, missing face to face or live zoom sessions during COVID-19 may affect your progress.

How will my course attendance be monitored (ELICOS students)? Your 20 hours of attendance per week will continue to be monitored by using the on-campus sign in sheets and OLC and Oxford textbook online practice logs. Whether you are studying on campus, OLC, Zoom or Oxford Online Practice, you must always sign in or login first. Your hours will be exported from these systems and calculated based on your login and log out times as well as activity that took place during that time. You may become at risk of unsatisfactory attendance if you fail to log in to OLC and complete the required study hours for satisfactory attendance.

COURSE RESOURCES ON OLC

What course resources will I have access to on OLC? Your course resources will vary depending on your course.

- **ELICOS/Business Webinars (Zoom):** you will have access to live and recorded webinars. You may also be requested to conduct or participate in a webinar as part of your assessment. You can access the webinar link and recording via the webinar forum.
- **Online Learning PDF Resource Pre-recorded Content, Booklet & PowerPoints:** Please read the learner resource booklet and/or PowerPoint prior to attempting your assessments. This is a valuable learning tool designed to provide you with relevant information.
- **Online Workbook Assessment Tasks (Word):** Please complete the assessment task and use any templates provided. Save your assessments in the correct file formats such as (DOC, XLS, PPT, etc.).
- **Digital Assessment Submission:** Once you have completed the assessment task, please upload your completed assessment.

MARKING

How will my assessment on campus and online be marked? We have assessors on campus and online to mark your work from before COVID-19 and after. Your assessor will provide verbal and written feedback to you online as well as suggested revisions if needed. Any units that require practical assessment **MUST** be completed before competency can be achieved. Therefore, the completion of some units may not be possible until you attend the practical on campus.

COMPLETING & SUBMITTING ASSESSMENT

How do I complete the assessment online? Most units of competency or modules within your course will have two assessment types; written and practical.

- **Written Assessment** - All assessments must be submitted in the Word template or the student response section provided. Please include your (name) and (unit) in the file name of the document.
- **Practical Assessment** - It is important to note that you also have 'practical' assessments that **MUST** be completed either online, face to face or on campus. These practical assessments need to be observed by your trainer and will be assessed during different weeks of the course. This means it is important to be present at any requested webinars and participate in all class activities. Some practicals will not be able to be completed online and therefore, will be postponed until the crisis has passed. Practical will begin on campus from Term 3 for all courses except Business.

How do I submit the assessment online? Once you have finished completing the assessment within the word template, please upload it via OLC. Here are some simple steps to assist you:

1. Login to OLC
2. Find the course that you are enrolled (E.g. Certificate I Sport and Recreation)
3. Find the unit that you are working on (E.g. SISXIND001)
4. Download your assessment word template
5. Save your completed word assessment with the unit code and your name in the file name
6. Select "Digital Assessment"
7. Select "Add submission"
8. Drag & drop the assignment into the submission box or open the file picker page and select the document you want to upload.
9. Select "Save Changes"

10. Your assignment is now saved as a draft. You can edit your assignment at any time, OR you may select "submit assignment" if your assessment has been 'fully completed' and is ready for marking by your assessor.

ZOOM WEBINAR INSTRUCTIONS – BUSINESS & ELICOS

I'm having trouble understanding how to use Zoom because English is not my first language. What can I do? You can change the language of the zoom app if necessary. Follow the instructions here <https://support.zoom.us/hc/en-us/articles/209982306-Change-your-language-on-Zoom>

How should I prepare for my live zoom classes?

1. On your computer or phone [download zoom](#) and set up an account
2. Login to [OLC](#)
3. In OLC, go to your course webinars forum and click the webinar link
4. Prepare to take notes with either a note pad and pen or computer program (e.g. word). Another option if you have a printer is to print the slides or learner guide.

What should I do during my live zoom classes?

1. In Zoom turn your [video and microphone](#) on to say hi to your trainer and classmates
2. Once the webinar begins, turn off your microphone
3. If you have questions during the presentation, please either use the [raise hand feature](#) or type your question into the chat section to ask later.
4. Participate in discussions and polls. You will need to turn your microphone back on to do this. Tip: you can use the spacebar to turn your microphone on temporarily.
5. At the end of the webinar ask any additional questions (about distance education units, practical assessment, progress meetings) and give feedback to your trainer if something in the webinar did or did not work
6. Take note of the next class date and time
7. Say goodbye
8. Close Zoom

What should I do after my live zoom classes?

1. Check forums for answers to questions that were not answered during the webinar or additional resources
2. Contact the trainer privately by email if you had a question but did not want to ask it in front of the class
3. Keep an eye out for the webinar recording in the webinars forum in OLC

BUSINESS STUDENTS - BOUNCE FITNESS

My business course resources refer to Bounce Fitness. What is it, and how do I use it? Bounce Fitness is a virtual (pretend) business that you can use to answer some of the questions in your various assessments. This is optional and can be discussed with your trainer.

Bounce Login & Access Code

1. Your trainer will give you an access code during your first class.
 2. You should then register an account (at www.bounce.precisiongroup.com.au), using the Bounce Fitness registration code given to you by your trainer.
 3. Once you have registered, you can create your own password login.
- Bounce Fitness is designed to provide you with additional templates and resources to assist your studies.

ELICOS STUDENTS – OXFORD ONLINE PRACTICE

My ELICOS course resources refer to Oxford Online Practice. What is it, and how do I use it? Oxford Online Practice is an online resource that you will use during your course. To use Online Practice

1. First login to OLC. Do not go directly to Oxford Online Practice as this may negatively impact your recorded attendance hours.
2. Open your course
3. Click on the login link within the "Assessment Information and Results" section
4. Log in to Oxford Online Practice
5. Click Go to practice under your book.

You can learn more here, <https://help.oxfordonlinepractice.com/students/>.

END OF COURSE FEEDBACK SURVEY

I've been asked to provide feedback at the end of my course. Why? Your feedback is very important to us. We are also legally required to provide all students with this feedback form. Therefore, prior to the completion of your course, you will be required to complete the online feedback survey by clicking on the following link

<https://www.surveymonkey.com/r/EndOfCourseQ>. Once the survey is complete, your course results will be issued.

WISHING YOU WELL & GOOD LUCK!

