

We will cover 5 key sections:

- Current situation in NZ
- Current situation at CCEL
- Our student support response (including accommodation)
- Our academic response
- FAQs

Current situation in NZ

- We are currently on Alert Level 4
 - people instructed to stay at home
 - educational facilities closed
 - businesses closed except for essential services (eg supermarkets, pharmacies, clinics) and lifeline utilities
 - travel severely limited
- NZ is “on lockdown” for 4 weeks from the 25th March.
- NZ borders are closed to nearly all travellers*.



Current situation in NZ

- New Zealand has one of the highest levels of COVID-19 testing in the world – twice as much as the US, three times as much as the UK.
- New Zealand has not seen big increases in COVID-19 cases like in other counties. Over the past week, the daily increase has been steady at an average of approximately 10%.
- As of April 6th, there has been one death resulting from COVID-19 in New Zealand.
- *The government announced on 2nd April its plan to facilitate the repatriation of foreign nationals including international students while NZ is in lockdown, if the student wishes. Students have been asked to discuss travel arrangements with CCEL staff.

Source: <https://ourworldindata.org/covid-testing>



Current situation at CCEL

- CCEL closed our campus doors for face-to-face class on 24th March until further government notification.
- CCEL is continuing to teach and learn remotely.
- We continue to provide our students with the highest level of learning and support that you have come to expect from CCEL.
- CCEL staff continue working normal hours from home.
- Students Services is focusing on monitoring and supporting students' well being.

At the moment CCEL does not know when it will re-open.

Response: Accommodation

- Joelle Anderson is coordinating with homestays and student residences.
- Joelle and her team prepared our host families and students before the lockdown was announced.
- We remain in regular contact with our host families.
- Students will remain in their accommodation at least until the lockdown ends.



Question:

What happens when the enrolment period and the initial homestay period is up?

Measures: Student Support

- CCEL is monitoring the wellbeing of every student in the school (Auckland and Christchurch)
- Each student has a CCEL staff assigned who is contacting the students on a weekly basis or more frequently if requested by the student.
- Each student has a first language person assigned just in case they need translation.
- Each student was contacted on the first day of the lockdown by the first language person to ensure there was a correct understanding of the Alert Level 4 and the lockdown.
- We have developed a CCEL Guide to Essential Services to help students with life during the lockdown.

Response: Academic

- Since 2017, CCEL has used the online learning platform *Canvas*.
- *Canvas* is the learning management system preferred by many top institutions including 7 of the 8 Ivy League universities.
- Teachers and students are continuing their learning and teaching in their classes using *Canvas* and *Zoom*.
- Our curriculum and assessments remain the same.
- Student remain in daily contact with their teachers and classmates



canvas

CCEL COLLEGE OF
CHRISTCHURCH & AUCKLAND ENGLISH
IN PARTNERSHIP WITH THE UNIVERSITY OF CANTEBURY

FAQs

When will CCEL campuses reopen?

- CCEL is will follow New Zealand government instructions.
- We will reopen our physical campuses as soon as the government allows us to.

FAQs

What if a CCEL student gets the virus?

- CCEL will support them in their self-isolation and treatment
- Treatment for Covid-19 will be **free** - Everyone in New Zealand has access to free treatment provided by the NZ government.
- According to the Ministry of Education website: "COVID-19 is publicly funded under the infectious disease exception, to the extent appropriate in the circumstances to manage risks to other persons. This covers anyone in New Zealand, regardless of visa/citizenship status or length of time in the country."
- For more information: <http://www.education.govt.nz/novel-coronavirus-2019-ncov-3/#adviceforunwellstudents>

FAQs

What if a student does not participate in online learning?

- Online attendance is a requirement of student visa conditions. If a student does not attend, then they will be in breach of their student visa conditions.
- Students can choose to take holiday from their studies as long as their visa allows for this.

FAQs

Do you charge any fee if the student postpones the course?

- No, there are no extra fees charged when student postpones.
- However, if a student's booking continues into 2021, there may be an increase in accommodation fees in 2021.
- It is important that students are aware of the visa implications if they postpone their course.

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FAQs

Do you charge any fee if the student cancels?

There are no cancellation fees charged to future students who cancel their course due to COVID-19 restrictions.

FAQs

If a student decides to go back to their home country during the course, can they get refund for the remained course?

- No (unless they are within their refund period as per our terms and conditions).
- We will put their unused fees on hold for one year for use at a later time.
- We must inform Immigration New Zealand if a student visa holder stops their course.

FAQs

How will student assessment work?

Student assessment will continue as normal, using a combination of Canvas, Zoom and traditional testing processes

CCEL Chch around 30 Thai students

Highly recommend extend the course so he does not spend time doing nothing at home
CCEL is giving 2 free weeks to all students (Face to Face when school is back in action or Online right after course completion)
Homestay will continue to be available no matter whether the student continue the course or not

All visa holders will have visa extended until 25 September