

Re: Temporary Changes to adapt to COVID-19 situation

Dear students,

As you are aware, COVID-19 has caused disruptions to educational institutions in Australia and around the world. Blue Lotus College (BLC) is no exception. We would like to assure you that we are paying close attention to the situation. Our staff members are meeting regularly to monitor events and coordinate support for students. We are keeping our eyes on the situation daily and we are adjusting our planning and actions, as necessary. We are taking the necessary steps to protect the health and safety of our students, staff, and community.

Due to the Covid-19 situation, we have made the following temporary changes to the way we operate

1. All classes at Blue Lotus College will be delivered 100 % online effective from Tuesday 24th March 2020 via Microsoft teams. **We will closely monitor the situation and notify the date the face to face delivery is resumed.**
2. Learning material for both VET and ELICOS courses can be accessed via Moodle or Microsoft teams.
3. Orientation will be conducted online via Microsoft teams
4. The placement test for ELICOS program will be conducted online effective from Monday 30th March 2020.
5. Trainers will continue to teach classes completely through the online learning platform.
6. You will be provided with the contact details of your trainer on the orientation day. They will generally be responding through email and during your online sessions only.
7. Learning support will be provided through online learning platform only.
8. If you are feeling anxious or distressed about the current situation, you can contact us at adim@bluelotus.edu.au.

9. Students MUST attend online classes to maintain their course progress and attendance requirement to comply with their visa requirements
10. Students will be able to contact Student Service Department at admin@bluelotus.edu.au or calling Suraj Rajthala on 0410 032 025
11. You can contact Account and Admission Coordinator, Emma Wang on 9349 2513 for queries regarding payment tuition fees and admission.
12. There will be no change in our intake dates and academic calendar

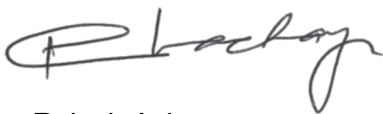
We will continue to update you on any developments, as well as BLC's response to the rapidly evolving situation, as these become available. We will communicate all updates through email and our website ([www.bluelotus.edu.au/news/COVID-19 Information](http://www.bluelotus.edu.au/news/COVID-19%20Information)).

Please read the information provided in this document carefully before you sign the letter of offer.

The information provided to you through our prospectus, course brochure, website, and other marketing collaterals have been prepared based on the face to face delivery. Please note that we are making these changes based on the recommendation of Department of Health amidst the crisis caused by COVID-19. We believe that these measures will help to protect the health and wellbeing of our students, teachers, and community in general. Let us hope that we will get through this crisis together and we will soon be back with our normal mode of operation.

We would also like to thank you for your continued patience and support during this difficult time. All our staff members are working incredibly hard to support your during your studies.

Kind regards,



Rajesh Acharya

CEO

Blue Lotus College

Frequently asked questions on online classes

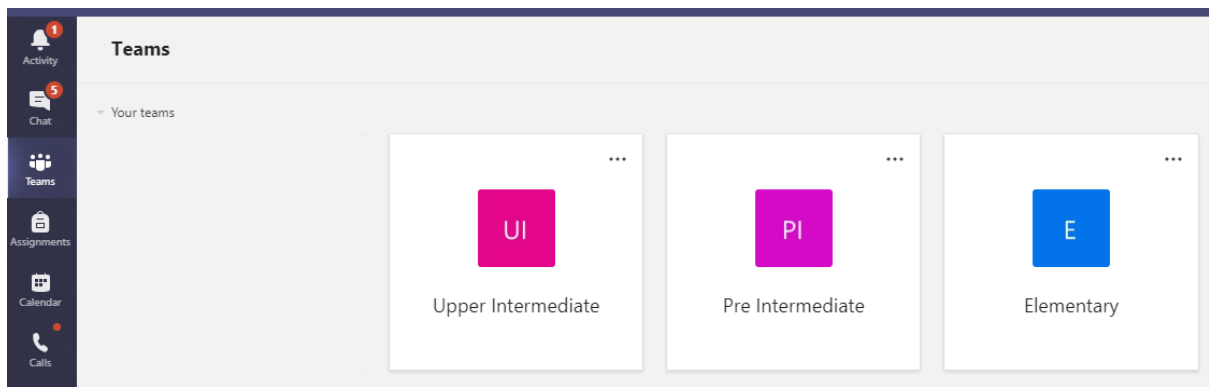
1. How can I join my Online classes?

Step 1 Check the email you received from Student Service with the invitation for orientation. Login details for **Microsoft Teams** along with your BLC email ID will be emailed to your personal email before your orientation day.

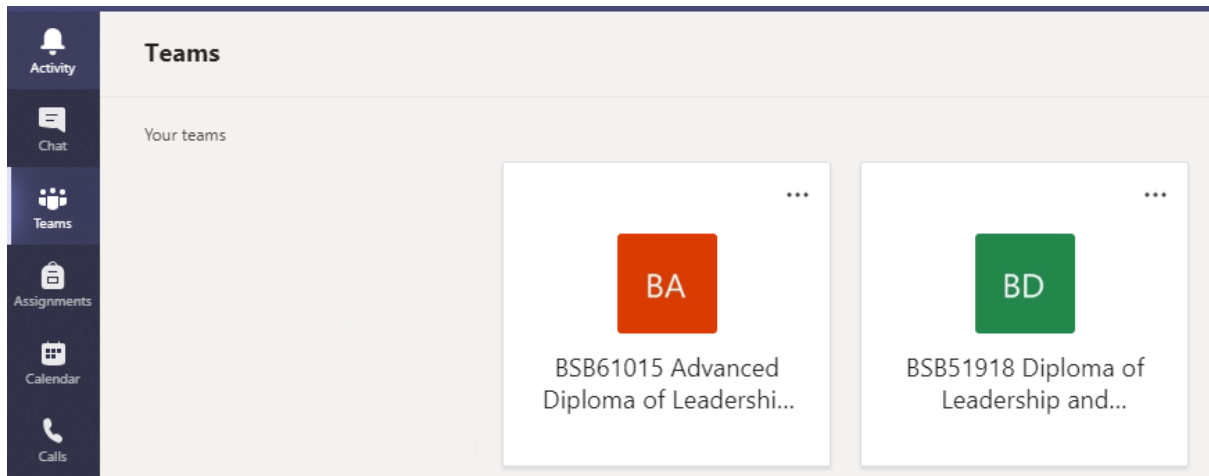
Step 2 Log on to **Microsoft Teams** (<https://www.office.com>). Your user ID will be the unique email ID created by BLC(YourstudentID@bluelotus.edu.au) and the password will be student@123. Please make sure you change your password immediately after your first login.

Step 4 Click on the icon “**Teams**” and click on the class/group you are enrolled as per the communication you received under step 1 or during orientation {e.g. Elementary, Pre intermediate, Upper intermediate, Diploma of Leadership & Management or Advanced Diploma of Leadership & Management}

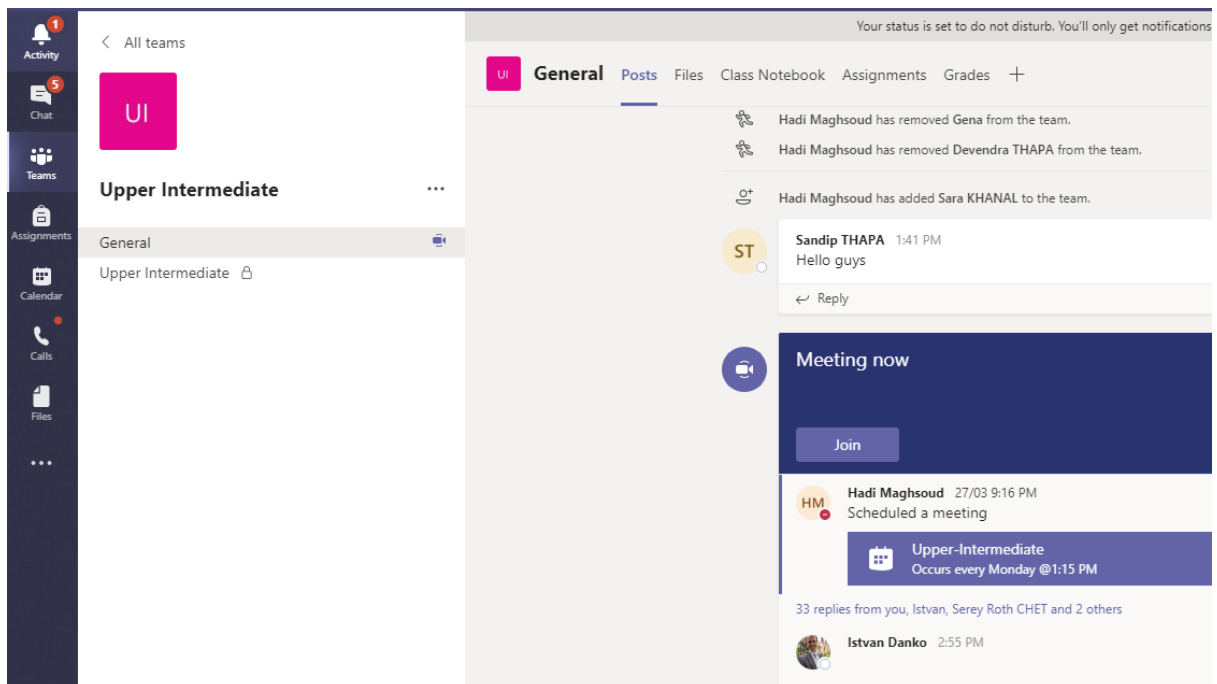
*ELICOS Course: - If you click on **Teams** on your left, you will see one of the **levels** assigned as below*



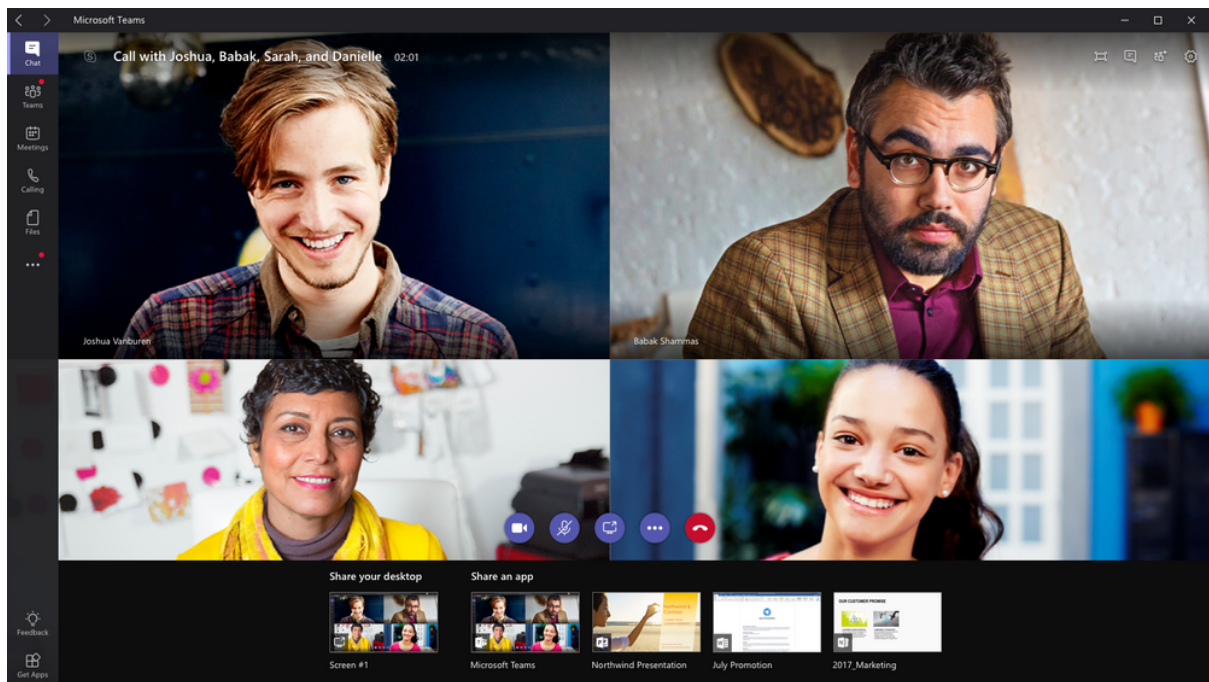
VET Course: - If you click on Team on your left, you will see one of the **course** assigned as below



Step 5 Once you **click on** your level/course, you will see screen similar to the one below, now **click on Join (below the Meeting now)** to attend the class.



Now you are in a class



Access the class material in Files **tab** as shown below:-

Your status is set to do not di

PI **General** Posts **Files** Class Notebook Assignments Grades +

+ New ▾ ↑ Upload ↻ Sync 🔗 Copy link ⬇ Download +

General

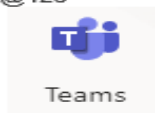
Name ▾	Modified ▾
Class Materials	
Course Book	April 8
English File Pre-Intermediate. SB.pdf	27 minutes ago
1_Page_062.jpg	29 minutes ago
1_Page_061.jpg	30 minutes ago
20200421_154526.jpg	5 days ago

See the screenshot below when accessing the online classroom.

On PC/Laptop:

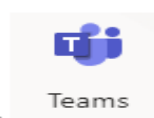
- 1) Go to <https://www.office.com/>
- 2) Username:- yourstudentid@bluelotus.edu.au (example : -blc00000@bluelotus.edu.au)

Password:- student@123



- 3) Click on My Teams
- 4) To change password Go To My account and Click on Personal info.

On Mobile phone:



- 1) Go to App store/play store and search for Microsoft Teams
- 2) Sign in with the Username and Password provided above.

For learning Resources and assessments for VET students:

You will still need to Go To LMS <http://learning.bluelotus.edu.au/login/index.php> for learning resources and assessment submissions.

Your teacher will be in contact with you through Microsoft Teams app for the delivery of the course.

2. What if I have trouble logging on to online-only delivery session/class?

Send an email to admin@bluelotus.edu.au or contact Student Service Coordinator on 0410 032 025

3. When Does my online-only delivery commence?

Your online delivery will commence as per the timetable provided to you on the orientation day. For any changes to the timetables, you will be informed via email or phone either by your trainer or the Student Service.

4. What is my timetable to attend the Online-only classes?

For current students, online classes are scheduled as per your timetable for the -face to- face delivery. You can access information regarding your timetables from student support via email. For new students, the online delivery will commence as per the

timetable provided on the orientation day. For any changes to the timetables, you will be informed via email or phone either by your trainer or the Student Service

5. Is it mandatory to attend all online classes?

Yes, your attendance will be monitored by your trainer based on your presence in the online sessions

Frequently asked questions on Attendance

1. What if I cannot attend the classes due to sickness?

You must provide the Medical Certificate if you are unwell to attend the session. If your GP (General Practitioner) has advised you not to attend the class for more than 2 weeks, then you need to defer/suspend your studies, according to the Deferral Suspension and Cancellation Policy. You can do this by submitting a deferral and suspension form. Please email your medical certificate to admin@bluelotus.edu.au

2. How the attendance of online learning will be marked?

Your trainer will mark the attendance based on login and logout details on the online learning platform. You need to be actively engaged in your online classes and ask your trainers if you have got any special learning needs. Your trainer will accommodate your special learning needs as much as it is possible in the online environment.

3. How many days a week do I need to attend the online classes?

There is no difference between the time schedule of our onsite and online classes. . Please note that there has been no change in BLC's attendance policy which is available in our website except that the classes will be conducted online. You will be provided with the detailed information on the attendance requirement at the time of orientation.

Frequently asked questions on Assessment

1. Will there be any changes in assessment policy of BLC due to the online delivery?

In determining competency of a learner, BLC will ensure that assessments address all assessment requirements of a unit of competency. This requirement is the same whether the assessment is conducted face-to-face or via a distance or online delivery mode.

2. How will I submit my assessment?

All assessments must be submitted within due date. Submission can be made via Moodle or directly emailing your trainer and assessor.

If any part of your unit/assessment involves physical presence and/or demonstration, it will be rescheduled, and you will be notified accordingly. More information on our online learning will be provided by your trainer.

3. How do I receive feedback on my assignment/tasks that I complete and submit for the assessment?

Your trainer and assessor will check the tasks you have completed within a week and provide feedback via video conferencing, phone calls or email.

4. Who do I contact for any additional learning needs?

As with a face-to-face delivery mode, the trainer and assessor will be your key contact for any learning needs. You can also contact Student Service for any additional support like issue with online classes, IT related issues.

Frequently asked questions on fees payment

5. When is my fee due?

We will be emailing you an invoice for the payment two weeks before its due date.

Please continue to pay your fees on time.

6. How is Blue Lotus College assisting students?

In the midst of the fear, worry, and uncertainty surrounding the Covid - 19 pandemic, each day seems to bring news that's worse than the day before. The cause for concern is justified as a staggering number of people are infected by Covid-19.

Many stimulus packages are announced by Australian federal and state government; however, international students cannot benefit from any of them. Blue Lotus College believes that all international students studying with us are part of the Blue lotus Family.

Blue Lotus College believes that in these tough and trying conditions we will walk hand in hand with our international student community. United we shall overcome this pandemic situation. Therefore, we have taken initiative to support the students at BLC. Please contact us through General Request by choosing Fees Enquiry/Fees Confirmation Letter/Fees Receipt for more information.

7. I have lost my job and I am unable to pay my fees?

We understand that the Covid-19 global pandemic situation has led to shutdowns of many businesses and loss of employment. As per your enrolment and visa conditions, you must have enough budget to cover the cost of travel, living, and course fees while studying in Australia. BLC understands that this situation is tough for everyone, BLC will consider any extension of date for fee payment on a case-by-case basis.

Additionally, BLC will not charge any late fees from the students for the months of April & May 2020.

8. My course has moved fully online. Does that mean that there will be some changes to my tuition fees and payment? Will I be able to get a discount?

Your course has moved fully online only temporary due to the unforeseen and difficult circumstances created by the outbreak of Covid-19 virus. We have taken this step to ensure your health and safety during the COVID-19 crisis period by facilitating your studies on an International Student Visa. All fees and charges will be as per the offer letter signed by you with the BLC.

9. What other options do I have to consider?

You may consider the options below

- Request to defer your studies to a future course date – please complete the Course Deferral Request Form (Please refer to your visa condition) or
- Request to cancel your course – please complete the Course Cancellation Form (Please refer to your visa condition).

This option might affect your visa condition. Please consult with a registered migration agent for any advice on your visa.