

IMPORTANT INFORMATION

25TH MARCH 2020

CORONAVIRUS (COVID-19) FREQUENTLY ASKED QUESTIONS

PAGE 1: GENERAL AND PRE-ARRIVAL QUESTIONS

PAGE 2: POST-ARRIVAL QUESTIONS

PAGE 3&4: ONLINE CLASSES QUESTIONS

GENERAL QUESTIONS

Q: When will Stafford House return to face to face lessons in Canada/USA/UK?

A: Stafford House intends to re-open all schools on 27th April, but is aware of the ongoing and changing environment in each country due to the Coronavirus and will closely monitor all official and government advice and instructions.

PRE-ARRIVAL QUESTIONS

Q: What happens if my student cannot travel to Canada/USA/UK due to Coronavirus (COVID-19) related travel restrictions?

A: If students are unable to travel due to a travel ban, a quarantine restriction or flight cancellation due to the Coronavirus, Stafford House schools will provide the option of a complete refund or credit towards future studies at any of our 10 Stafford House schools in Canada, the UK, or US.

Q: My student would like to postpone their course to a later start date, but does not know when they will be able to travel?

A: Stafford House will hold the student's booking until the student has chosen a new course start date and will work with the agent to find a suitable date, at no extra cost, in the near future.

Q: Will my student need to pay the summer supplement if they postpone to July/August?

A: No - for all students that have to postpone due to the Coronavirus related issues we will not charge the summer supplement

IMPORTANT INFORMATION



25TH MARCH 2020

POST-ARRIVAL QUESTIONS

Q: With Stafford House schools now suspending face-to-face lessons due to the Coronavirus (COVID-19), what options are available to current students who have already started their course?

A: Stafford House has moved quickly to provide a full online learning experience for all current students.

1. Stafford House will offer all current students online classes in place of face-to-face lessons. Students can take these lessons in their current Stafford House city, or, where possible, return to their home country to take the online lessons. Please note, that students who do return home will only be able to take online lessons as long as Stafford house delivers online. If we suspend online lessons on returning to face to face lessons we will offer any students a tuition credit for the remainder of their course.
2. For students who do not take online lessons, Stafford House will offer a credit note for any unused tuition and accommodation, as of the week following the student's departure. The credit note will be valid for one full year, allowing the student to return to Stafford House to re-start their course at any time before the credit expiry date.
3. Any credit notes will be valid for the named student and school only and is not transferable.
4. The credit note will indicate the number of weeks of tuition, intensity, course type, and accommodation duration and accommodation type. The credit note will be valid for the exact same conditions no matter if start date is in 2021.
5. Any additions made to the student's booking will be charged at the current pricing at the time of the request.
6. All subject to availability.

Q: My student wants to return home and does not want online lessons

A: Students in the USA:

Our normal refund policy applies as per our terms and conditions on tuition fees or we offer online lessons or credit note for the remainder of the tuition fees.

A: Students in the USA students who have completed less than 50% (Boston/Chicago) or 60% (California) of their course:

Entitled to course refund as outlined in our terms & conditions and in line with state regulations.

A: Students in the UK or Canada:

We can offer direct replacement of face to face lessons with online lessons or a full credit note to be used within 12 months

Q: If the student returns to study at a later date, will their visa still be valid?

A: Please ensure that all dates on current visas are valid for new travel. It may be necessary to apply for a new visa, but we recommend to monitor all updates from the respective embassies and visa offices.

F-1 Students (USA only): I-20a re: valid for 5 months from date of departure, after that a new I-20 will be required (courier fees may apply). Stafford House can issue a letter of support if required.

IMPORTANT INFORMATION

25TH MARCH 2020

ONLINE CLASSES QUESTIONS

Q: How will the lessons be delivered?

A: Online lessons will be delivered via Zoom (www.zoom.us). We will email each student instructions on how to join their classes on **Zoom**.

We strongly recommend that students download the Zoom app onto their preferred device:

Laptop: please download the **Zoom Client** for meetings: <https://zoom.us/download>

Android Phone: Please visit the Google Play Store and [download the Zoom app for Android](#)

Apple iPhone: Please visit the App Store and [download the Zoom app for iPhone](#)

We also ask that students to download the **Google Docs app** on their mobile device or tablet. If they are using their laptop, Google Docs can be accessed through their web browser.

Q: How will the timetable look?

A: The timetable will look the same as it did for face-to-face classes and students will still have to check their class and teacher on the Student Portal.

We will continue to hold 1:1 tutorials for students to talk about their academic goals and to support them even more with self-study materials recommendations.

Q: How do the students join their classes?

A: All students will be e-mailed instructions on how to join Zoom and their specific classes. They will only need to receive the 'invitation' link to join the class once as it will stay the same always. The student's link will only change if the student changes their class (for example starts studying in a Business class or moves up a level).

To remind students of their virtual classroom number, these will be visible on their Student Portal in **'Schedule'** under **'Room'** (it will be a 10 - character number called a Meeting ID).

Q: What about attendance/lateness?

A: The teachers will still check attendance and students will be expected to attend at least 80% of the course in order to get a certificate at the end.

Students can join the lessons up to 10 minutes late. After that time it's up to the teacher's discretion if they want to let the student join in.

Q: What if students have technical problems logging in and joining the class?

A: Students should contact their student services on Symba or by email.

IMPORTANT INFORMATION

25TH MARCH 2020

ONLINE CLASSES QUESTIONS CONTINUED...

Q: How will the online lessons look?

A: The lessons will look different because...online world is a little bit different!

However, we are doing everything in our power to maintain the same high standard of Stafford House English lessons.

We believe that we were given enough notice to prepare for online delivery and are positive that students will quickly adapt to the new method of delivery and enjoy the new format as much as the in-school lessons.

All online lessons will include the below elements:

- warm up activities
- aims setting at the beginning
- discussions on the forum
- teacher's input and support in exploring new language
- group discussions and pair work (Zoom allows this!)
- error correction
- self-study tasks/self-study time
- materials provided by the teacher displayed on the virtual whiteboard
- sharing documents with tasks for students to do during or after the class on Google docs
- ...and many more depending on the type of class!