

8 August 2020

Dear Valued Students,

Universal English will continue to offer our high-quality classes online through the Stage 4 restrictions recently announced by the state government. Teachers will continue to use our online learning platform Moodle together with Zoom to provide fun, engaging and interactive classes. Importantly, this will allow you to continue learning great lessons from the safety of your own home.

What do you need to know?

1. Continue to access class through Moodle:

- Website: uit.learnbook.com.au
- Username: ULGXXXX (Student ID)
- Password: DDMMYYYY (Date of Birth)

2. For best results, we recommend using a laptop or desktop computer. It is also possible to use your mobile phone, tablet etc.

What if I can't log in?

If you have any login problems, please:

1. Message your teacher
2. Email support@ulgroup.com.au with the following details:
 - Subject of email: Student ID(ULGXXXX)
 - Full name
 - Issue (please send screenshot if possible)

Where can I get more help?

- If you need to speak to a counsellor regarding your situation then please email counsellor@ulgroup.com.au to arrange an appointment.
- The Victorian government also offers a range of financial and support services for international students at this time.
- For information on the International Student Emergency Relief please go to: <https://www.studymelbourne.vic.gov.au/help-and-support/support-for-students-coronavirus/international-student-emergency-relief-fund/private-training-providers>
- For more general information on other support available to international students please go to: <https://www.studymelbourne.vic.gov.au/help-and-support/support-for-students-coronavirus>

We at UE are committed to ensuring you are supported throughout this time, so please contact us if we can assist you with your study or welfare needs.

Thank you all for embracing the new mode of learning and adhering to the Australian Government's isolation restrictions and social distancing rules.

Thank you for studying with Universal English!

Warm regards,

Universal English Management Team