

COVID-19 UPDATE

We would like to share some resources with you that may assist with answering questions relating to COVID-19 and how Universal English is supporting its students and staff in the current climate.

Fun and engaging classes continue

All Universal English courses have been transitioned to online delivery as of Monday, March 30.

We have had a lot of positive feedback on the energetic, fun and engaging online classes. Future students can also now apply, enroll and study online without leaving the safety of their homes. It's the same great teachers, same great classes, from the safety of home.

Experienced and well prepared

Universal English is well placed to deliver high quality online learning. Our strong IT infrastructure has fortunately allowed us to make a smooth transition to online learning. Moreover, we have a dedicated team of IT support staff available to assist with student enquiries by phone and email during critical times. Our versatile management and teaching team have valuable experience teaching online and bring their expertise to our new learning platforms.

COVID-19 FAQs

It is important that we all stay informed with reliable and official information on COVID-19 and changes to travel and living arrangements. For up-to-date information, please visit:

Australian Government Department of Health:

<https://www.health.gov.au>

Victorian Department of Health and Human Services

<https://www.dhhs.vic.gov.au/coronavirus-covid-19-daily-update>

Student support at all levels

Universal English is providing support at multiple levels to ensure students enjoy the online learning experience. As well as fantastic lessons, in the coming days and weeks, we will be introducing:

- Online community hubs to provide students with a continued sense of belonging
- Self-study options for added, out-of-class learning
- Phone and email support for any issues

These are just the first steps we will take to maintain the positive connections students and staff have already developed during their on-campus study.

We are confident that our online classes will continue our tradition of high quality and engaging English education and we are embracing this challenge so that we continue our passion and dedication as a leader in ELICOS education.

In the meantime, if you have any questions about any of the above, please contact support@ulgroup.com.au. We thank you for your continued support.

Regards,

The Team at Universal English