
Q:	Does my course have study days I need to attend?
A:	Check out the Course Selection within the application information. This shows whether the delivery mode is Online, or Blended/Online with compulsory study days.

Q:	What courses you are offering next semester?
A:	You can find the full list of available courses in the Course Selection section of the application information.

Q:	What are the fees for the programme I am enrolling in?
A:	Fees are per course and confirmed annually, around October/November, for the following academic year. You can view estimated fees on our website: eit.ac.nz/fees . For specific course fees, please contact the Faculty Administrator.

Q:	Can I get credit for postgraduate study I've completed with another tertiary provider.
A:	You may be eligible for credit through the Recognition of Prior Learning (RPL) or Cross Credit process. You must be enrolled in a programme before we can assess your application. Once submitted, your application will be assessed and reviewed by the Postgraduate Programmes Cluster Committee. Credit may be granted if your previous study is equivalent in level and content. Please request an "Application for Recognition of Learning for Credit" form when you enrol.

Q:	Will my previous EIT postgraduate courses count towards further study?
A:	If you're progressing onto another programme in the same pathway, courses from programmes completed within the past 5 years may be credited. If it's been more than 5 years, you'll need to submit an "Application for Recognition of Learning for Credit" form and provide evidence of how you've maintained your knowledge.

Q:	I want to re-enrol to complete my qualification, but it's been several years since my last course. Will my previous courses still count?
A:	If you're re-enrolling outside the standard completion timeframe (2 years for a PGCert, 4 years for a PGDip, or 4–6 years for a Master's), you'll need to apply for a variation to the time limits. Please contact the Faculty Administrator or Programme Coordinator for guidance.

Q:	When can I access my course?
A:	You can expect an email welcoming you to the course one to two weeks before the course start. This includes an Enrolment Code to access the course on Moodle (Learning@EIT – our online learning platform). A separate email will be sent with your login details. Your course will generally be open for you to start accessing at the start of the semester.

Q:	I haven't received my login details
A:	This is emailed via our database about a week or so before the semester start. Please check your spam or junk mail. If you still haven't received this when expected, contact the Faculty Administrator.

Q:	Help – The login you emailed won't let me in!
A:	If you have been an EIT student before, the system may be remembering your old login, so please try that. If you still experience issues, please contact the EIT Helpdesk by emailing ITSupport@eit.ac.nz , or phoning 0800 348 457.

Q:	I've logged into Moodle (EIT Online), but I can't see my course!
A:	To access your course initially, you will need to enrol yourself with the Enrolment Code given in your Welcome letter – the course will then show in your list of courses.

Q: I haven't studied in awhile or need some help with online learning.

A: You will have access to recorded orientation videos to help you get started. For personalised support, you're welcome to contact our Information and Learning Technologies Librarian, who can assist you with any questions or technical issues. Academic Learning Services are also available at each of our campuses. Our Learning advisors can help develop your learning, numeracy, and academic skills as well as your language proficiency. They also run regular study skills workshops. Check out the Library and Learning Services webpage for further information.
