
Q:	Does my course have study days I need to attend?
A:	Check out the Programme Schedule/Timetable. This shows whether the delivery mode is Online, or Blended/Online with compulsory study days.

Q:	What courses you are offering next semester?
A:	Check out the Programme Schedule, available within the programme information

Q:	What are the fees for the programme I am enrolling in?
A:	Fees are confirmed each year for the following academic year around November. The fees will be updated on the Programme Schedule as soon as possible after this.

Q:	I have completed some postgraduate study with another tertiary provider, can I have this credited towards my study with EIT?
A:	There is a formal process for applying for Recognition of Prior Learning / Cross Credits, and students are required to be enrolled in a programme before we can consider a credit application. After a credit application is assessed, final approval is considered by the Postgraduate Programmes Cluster Committee. It is likely that we could consider credits if your studies are assessed as equivalent to the credit value and level of our postgraduate programmes. Credits can be assessed as specified, or unspecified credits, depending on whether or not the courses you have studied are determined as equivalent to the learning outcomes of our courses. We cannot confirm this until an application is received. Please request an Application for Recognition of Learning for Credit form when you enrol.

Q:	When can I access my course?
A:	<p>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.</p> <p>Your course will generally be open for you to start accessing at the start of the semester.</p>

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 Programme 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 06 974 8000 ext 4357.

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:	Take advantage of our Orientation to Online Learning sessions which are run at the start of each semester. 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.
