

# FREQUENTLY ASKED QUESTIONS



# GENERAL FAQ

## 1. What is Global Education Platform (GEP)?

Global Education Platform is an institution that provides holistic educational solutions for students and institutions that require educational services.



## 2. What services do Global Education Platform (GEP) provide?

### For Students



#### Academic Support

Gain tutoring support from GEP's base of academic lecturers



#### University Placements

Explore your options at GEP, from the best university courses, based on your preferences



#### Flexible Distributive Learning

Effective virtual classrooms allowing you to study at your own convenience



#### Immigration Services

Consult with GEP to ensure that you are ready for immigration process, in terms of education levels and job placements

[Click for more information](#)

## For Partners



Accreditation Support



Content  
Development



Immigration Services



Business Process Solutions



Learning Management  
System Maintenance and  
Support



Networking & Business  
Contacts (Partnership  
Introduction)

[Click for more information](#)

### 3. How can I contact Global Education Platform (GEP)?

Please see the methods below.

Category	E-mail
Admission related inquires	admissions@globaleducationplatform.com
Marketing related inquires	marketing@globaleducationplatform.com
Business related inquires	partnerships@globaleducationplatform.com
Payment related inquires	vishmi@globaleducationplatform.com
Other inquires	info@globaleducationplatform.com

#### 4. What are the recognitions that GEP has?

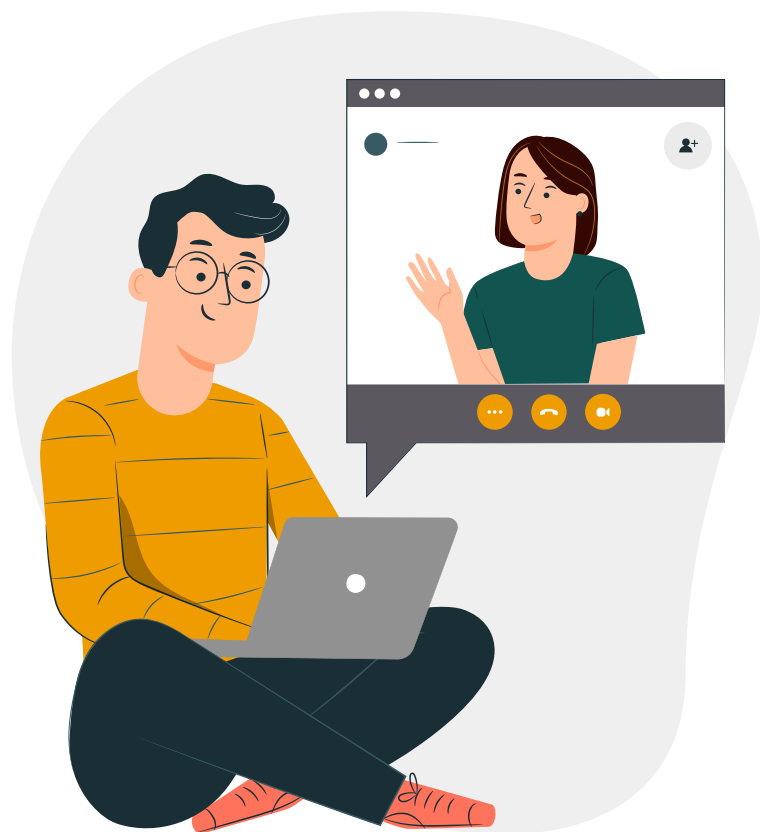
Global Education Platform is partnered with The American Chamber of Commerce and is a recognised Ofqual approved body by OTHM. Currently we are in the process of getting the approvals from the national bodies of Sri Lanka, Canada and USA.

#### 5. What differentiates GEP from other educational institutes?

GEP has a vast network around the world, that enables access to a variety of educational services for students who are seeking for higher educational solutions. This is done by analysing individual student profiles and mapping their current achievements to a suitable progression option.

#### 6. What is the teaching method at GEP?

The teaching method is Flexible Distributive Learning Method. Students can actively participate in an online class which provides a virtual classroom experience and also attend workshops arranged by the universities in the respective country.



## 7. What are some of the challenges when taking online classes?

The following are some of the challenges you may face when taking online classes:



Technical issues



Understanding course expectations



Distractions and time management.



Lack of in-person interaction



Staying motivated



Adapting to unfamiliar technology

### One - On Tutoring Services from GEP



Flexible learning schedule



Chance to network with peers across nations or even different continents



Reduced costs



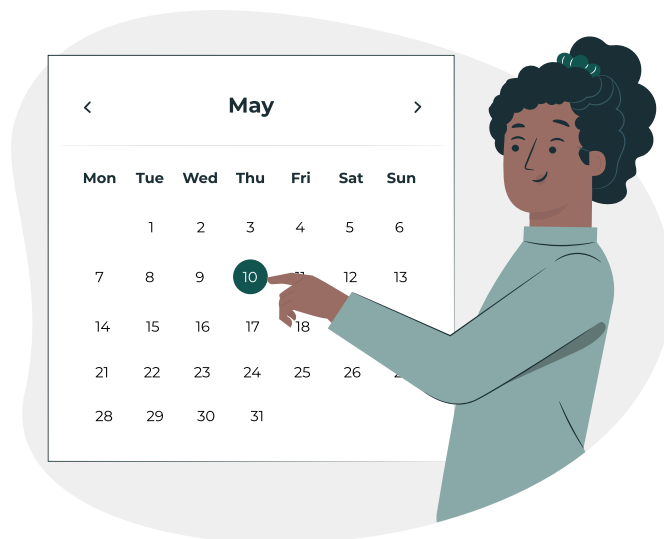
Increased Instructor - Student Time



Access to specialized programs that may not be available or easily accessible with face-to-face learning

## 8. Are online classes self-paced?

Online classes are 100% virtual and allows flexibility for students to complete their coursework at their convenience. However, students still need to meet their course deadlines for the successful completion of their programmes



# ELIGIBILITY, ENROLMENT & REGISTRATION

## 1. Who is eligible to enroll for an online course

The eligibility to enroll for a course is determined by each university. And this differs according to university recruitment regulations.

## 2. Are there any prerequisites or language requirement?

Yes, students will need to be proficient in English to join these programmes. If they do not have a sufficient level, GEP can support them to obtain the necessary prerequisites to be eligible for the programmes.

### 3. Why enroll through GEP instead of directly enrolling to a university programme?

Direct university enrollment is not an easy task. Not only is it costly but it is also time consuming for students. Enrolling via GEP allows students the opportunity to save both time and money. We provide hassle free admission process as we take care of all the documentation. Further, we provide credible guidance until successful completion of the programme. With GEP students only have to focus or worry about their studies while we do the rest.

### 4. How do I apply to a university via GEP?

Contact GEP at [admissions@globaleducationplatform.com](mailto:admissions@globaleducationplatform.com) with your CV and your qualification portfolio. We will analyse your profile and provide you with options that may suit your requirement.

### 5. When should I register?

This will be communicated once you have communicated the interest to enroll for the course.

### 6. Now I'm registered, what's next?

You will be receiving guidelines on how to start on your course.

### 7. Will I receive my enrollment letter from the university?

Yes, you will. Once you have made the payment and you are registered for your course, you will be eligible to receive an enrollment letter from the university. Once requested, you will receive the letter within the next 7-14 working days.



8. Will I receive a student ID from the university once I register?

Yes, You will. Once requested, you will receive the ID card within the next 7-14 working days.

9. Is there any orientation for students prior to the beginning of a course?

Yes, there is an induction webinar conducted by the institutes to guide the students.

10. Will I be able to access University online facilities available for on-campus students if I'm taking online classes?

Yes, you will have library facilities from the university you are enrolled with.



## TUITION, PAYMENTS & FINANCIAL CONSIDERATIONS

1. How much do you charge for your services?

It depends on the service that we provide you. You can contact us to discuss about payments for our services.

2. Are there any special or hidden fees?

No, GEP provides transparent billing so you know exactly what you are being charged for.



### 3. What are the payment options available at GEP?

Please see Pay Here section of our website. You can also email [vishmi@globaleducationplatform.com](mailto:vishmi@globaleducationplatform.com) for any payment related concerns.

### 4. Are there any financial aid or payment plans available?

GEP offers flexible payment plans for the payment of tuition fees. Enrolling in the plan prior to the start of your course will allow you to pay your tuition fees as agreed with our admissions team.

### 5. Are there any refer a friend discounts available?

Yes, we do have Referral Program where you will be eligible for discounts upon the referral of a friend. Please contact us at [admissions@globaleducationplatform.com](mailto:admissions@globaleducationplatform.com) for more details.

### 6. My payment did not go through. What should I do?

Please contact [vishmi@globaleducationplatform.com](mailto:vishmi@globaleducationplatform.com) for any payment related concerns.



# TECHNICAL REQUIREMENTS

## 1. What are the technological requirements to take an online class?

The basic requirements for an online class would be a computer, a high speed Internet connection, most updated versions of common tools such as web browser, word processors, email, etc.

## 2. What should I do if I have IT issues during my examination?

Common technical issues include an unstable internet connection and running illegal applications during the exam, both of which the test system can detect. Either way, our staff are on hand to support the issue. More details will be provided when you schedule your exams.



# CLASSES, ASSIGNMENTS & EXAMS

## 1. What methods will be used to teach the online classes?

Methods vary by course and instructor but may include scheduled seminars, pre-recorded lectures, videos, PowerPoint slides, interactive chat rooms, blog posts, and more. Please refer to your course for more details about how your class will be taught.

## 2. Are there any attendance requirements?

No. However, you need to be mindful about the deadlines. Also, you should have an active communication with your tutor/supervisor and show active engagement through out the programme.

## 3. How much time should I spend on one class every week?

The time you spend on a class can vary. No two instructors will format their classes exactly the same. Plan to spend 6-12 hours a week on one class. The number of credits per class varies by course.

## 4. How many students will be in a course?

The number of students enrolled for a programme can vary. However, to ensure a quality course delivery, our courses have an enrollment cap of 25- 40.

5. **How is the material available online?/How do I access my course?**

Canvas, our online learning platform, will become available to you one week before your course start date. Our admissions team will set up the learning platform account for you and will guide you through the learning platform.



6. **How will I know if new course materials are available?**

Canvas, our online learning platform has automated email notifications. Once new lecture materials, webinars, assignment deadlines, etc. are added, it will notify you via an email. It's the student's responsibility to check their emails on a daily basis.

7. **Do I need to purchase text books or other materials for my online classes?**

The course materials required for an online class vary by the programme and even by the individual tutor/supervisor. Purchasing text books might not be compulsory. However, sometimes tutors/supervisors provide a list of items that students can choose from to customize their learning experience.

8. **How do I interact with the Lecturer?/What do I do if I have questions about the assignment?**

All our tutors/supervisors are very accessible and responsive to students. Students and instructors communicate primarily through the learning platform and emails. Your tutor will reply to your emails within 24 hours during the working week (Monday - Friday) and 48 hours over the weekend (Saturday and Sunday). If you wish to speak to your tutor during their office hours, please contact them directly via email first so you can arrange a convenient time. You can then also agree on which platform to use for the call e.g. Zoom or Skype. Should you wish to speak with your tutor outside of the office hours, then you must arrange a more suitable day and time via email.

9. **Is there interaction with other online students?**

Yes, there is interaction between other students including group assignments, online discussion forums, online posting boards, reading reflections and class discussions.



## 10. Are there group projects within online courses?

Yes, group projects are often a part of online courses, yet may vary by programme and even by the individual tutor/supervisor. Students are often divided into groups or learning communities to discuss questions or cases developed by the faculty. By dividing students into small groups (versus entire class) the tutor/supervisor can facilitate students getting to know each other better and achieve a higher level of interconnectivity

## 11. How are the exam administered?

You are allocated a remote invigilator who will do your security and room checks, and will be watching during the tests to ensure security is maintained.

## 12. How do I submit my examination or assessment paper?

You can submit your examination paper or assignment documents via Canvas, our online learning platform. Our admissions team will guide you through the learning platform at the beginning of your programme.

## 13. If I have a disability and I have specific provisions for exams, how will these be impacted by online exams?

GEP respects equality and our Disability Policy allows students to complete their programmes under special provisions. Please email your request to our admissions team ([admissions@globaleducationplatform.com](mailto:admissions@globaleducationplatform.com)) with valid medical certificates, so they will take the necessary action.

**14. If I choose to defer my assessments, when will the deferral period take place?**

All undergraduate and postgraduate taught students can apply to defer their assessments if they have a valid reason. Essentially, this is a long extension. However, the option of granting a deferral will be subject to the final decision of the course leader of your particular programme

**15. Are tests available online?**

Yes. Many tutors assign tests in their online classes. Students must sign an ethical agreement saying they will not copy or share their exam, and that the person taking the test is the person registered for the course.

**16. What do I do if I want to drop out or withdraw from a course?**

GEP is committed to helping you achieve your academic goals; however, we understand that sometimes circumstances may arise that prevent you from successfully completing your programmes as planned. Dropping and/or withdrawing from a course can have financial and academic implications that should be taken into consideration when making this decision. Hence, please email your request to our admissions team ([admissions@globaleducationplatform.com](mailto:admissions@globaleducationplatform.com)) so they will take the necessary action.



# CREDITS, GRADES & TRANSCRIPTS

## 1. How are online classes graded?

The criteria for grading will be established by the programme and outlined on the class syllabus. Online learning is very similar to an on-campus class experience; it is just that the classroom is virtual.

## 2. How do I receive my transcript

After approximately 3 – 4 months your results will be released and you may request your transcript by emailing [admissions@globaleducationplatform.com](mailto:admissions@globaleducationplatform.com)

# COURSE COMPLETION

## 1. How will the graduation process be carried out?

Upon successful completion of your programme, you will be invited to attend the Graduation ceremony according to your respective universities. All visa/ accommodation / flight requirements must be undertaken by the student.





# GLOBAL EDUCATION PLATFORM

## 360 Educational Solutions

Global Education Platform (GEP), established in 2018 is an institute formed with the expertise that eventuates from 10 years in the online education industry with the objective of becoming the leading educational provider in the online education niche. GEP is currently registered in UK, USA and Sri Lanka. GEP uses a global network along with a skilled team of education experts to provide solutions to diverse educational needs.



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