



Middlesex
University
Mauritius

FAQ's





We appreciate that the current situation with the coronavirus (COVID-19) and the implications for starting university may be a concern for you and that you may have many questions regarding your life as a prospective student at Middlesex University Mauritius (MUM). Some of the answers can be found in our frequently asked questions (FAQs) below. If you are unable to find the answer you are looking for, our team is ready to help: admissions@mdx.ac.mu.

General Enquiry – applicants and offer holders

What is the current COVID-19 situation in Mauritius?

Mauritius is COVID safe and we are ready to welcome you for the September 2020 intake.

Can you confirm that courses will start in September 2020, or will there be a delay?

Currently, we don't anticipate any university-specific restrictions upon students arriving for our new academic year, starting 28th September 2020. However, the global response to the COVID-19 pandemic changes daily, and any such restrictions will be communicated to incoming students as decisions are made allowing students to make the necessary arrangements utilising university support. We welcome applications and continue to assess applications and issue offers for entry in September 2020. We are constantly monitoring the situation and will inform you of any changes and/or updates.

I cannot provide the required documents for my applications. What should I do?

We are aware that delays may be unavoidable for you in providing the information needed to support your application. We will be as flexible as possible in the documentation we will accept. Please contact us at admissions@mdx.ac.mu to explain which documents you are unable to provide and we will assist you.

My school/university is closed due to COVID-19 and I have not been able to complete my exams/degree programme. Can I still be admitted?

We will be as flexible as possible in terms of applicants whose education has been affected by COVID-19. If your programme was completed online or with alternative assessment, we will consider any qualifications awarded by universities and examination boards of your country. Please note that formal documentation from the awarding body will still be required once it is available. We will deal with this on a case-by-case basis.

Students are encouraged to email admissions@mdx.ac.mu with any concerns.



How will you be assessing A-level candidates now that the exams have been cancelled or postponed?

We understand that the examination boards and OFQUAL (Office of Qualifications and Examinations Regulation in the United Kingdom) are working together to provide alternative arrangements so that candidates will have a result. We will consider an alternative as proposed by the examination board of your country.

My school/university is closed, and I cannot get my official transcript of records. Can I still apply?

Yes, but you should at least provide evidence of your academic history through an unofficial transcript of records (student copy). If this is the case, please add a note to your **online application**. Once the situation is normal, you will be required to produce the original documents and your admission will be subject to fulfilling the condition.

I am unable to take the English language test as planned. What are the alternatives?

We accept several English language tests as proof of eligibility, including Duolingo, the TOEFL IBT Special Home Edition test, and IELTS Indicator.

In relation to the acceptance of TOEFL Home edition and IELTS Indicator – these tests are only accepted in territories where tests centres are closed, and this will be checked by our admissions advisers prior to issuing your unconditional firm offer.

If you are unable to take your English language test due to closures and find no alternative, please contact **admissions@mdx.ac.mu** and we will guide you further.

Do I need to confirm my university place as quickly as possible?

This is a challenging time for all prospective students, and we recommend that you confirm your place once you have an offer. Please continue to follow the deadlines that have been set.

Are you still considering applications from students across the world, regardless of how their countries are affected by the coronavirus outbreak?

Yes, we will continue to give equal consideration to all applications regardless of where you are from or where you live.



Do I still need to pay my tuition fee deposit?

If you received your offer letter and we have asked you to pay a tuition fee deposit, you should still pay by any deadline indicated in the letter. Please be aware that you must pay your deposit first, for us to arrange for your visa and secure your place at the university. You can find more information about tuition fee deposits on our [website](#).

I have accepted my offer but now do not wish to travel because of concerns around COVID-19. Will my deposit be refunded?

We will process acceptance deposit refunds based on circumstances arising from the COVID-19 situation. However, if you are uncertain, we will encourage you to start online classes from your country of origin and travel to our campus once the situation is under control.

Will the pandemic affect timing of admissions notifications?

No. As of now, this does not delay our timelines for notifying students about admission to Middlesex, scholarships, or other admission-related processes.

International students and visas

Should I still apply if I am currently not able to leave the country?

Yes – please apply, as the situation in all countries will change considerably over the next few months. All programmes for 2020 admission are still open, and we continue to welcome new applications at all study levels. If your application is successful, we will be in touch with you about the steps leading up to registration. We will continue to follow public health guidance and will be sure to notify any affected applicants should alternative arrangements apply.

What will the consequences be for those students who cannot get flights to campus timeously?

We are continuing with preparations to welcome new students in September 2020 as usual. At this stage, we are considering a number of precautionary options, including flexibility with arrival dates and potential for some online teaching in the first semester for students who are unable to travel to Mauritius. Should these become necessary, we will advise our applicants immediately. We will continue to provide updates on this page.



What if I contract Covid-19 in my home country as I'm due to start in Mauritius?

If you contract COVID-19 before you are due to travel to Mauritius for the start of your course, you should not travel, and should follow all local health advice. You should wait for clear medical advice that you are no longer contagious before you consider travelling. From an academic perspective, we will support all students who are unable to travel. Our academic programme will allow online and remote participation across all programmes.

You should **contact us** to inform us about the situation, and we will advise further.

If I am delayed in accepting my offer, will this affect my chances of getting university accommodation?

We offer limited places and these are taken up by students who accept their offers and follow the steps to register. We thus strongly advise you to accept your offer as soon as possible to ensure your successful registration.

Accommodation applications are currently open. Existing deadlines still apply, and these can be found on our **Accommodation website**.

What are the measures being put in place to ensure safety and wellbeing for students at the Student Life Residence (SLR)?

The temperature of everyone entering SLR is checked at the entrance. The common areas and kitchens are cleaned on a daily basis. Heavy pressure cleaning is conducted twice a week.

With regards to the apartment, the kitchens are cleaned by the cleaners on a weekly basis, as this is a space which is to be maintained by students. However, a regular check is performed 2-3 times a week to ensure that they are kept in good hygienic condition.

If I am not able to travel by the start of the lessons, would I lose the year?

No. If travel restrictions are not suspended, delivery of classes will be done online.



I will need to apply for a visa to study at MDX. In light of COVID-19, have there been changes to the application process of which students need to be aware?

Currently, there are no changes in the visa application process. We are happy to inform that the Passport and Immigration Office will process VISAs for international students as from August 2020. However, we would encourage students to refer to our **Immigration and Visa pages**, which are being updated on a regular basis. The situation is constantly changing and therefore you should also refer to the **Passport and Immigration Office (Mauritius) website** to ensure you have the most up-to-date information on visas. We are also monitoring the situation and will keep you updated if there are any changes.

If my campus-based courses for September 2020 start online, do I still need to apply for a visa?

Yes. While we are still working towards all students joining us on campus in September, should circumstances require that you commence your studies online, it is anticipated you will be facilitated as quickly as possible as soon as circumstances allow, to join classes taught through traditional (face-to-face) teaching delivery on campus and you will then require a visa.

We expect that visas will be issued to students before they commence their course. However, we are monitoring the situation and will update you if there are any changes.

Due to the current situation, I am unable to provide a medical certificate as required by the Passport and Immigration Office. What should I do?

Currently, we require a medical certificate to process your visa. However, visa processing starts in August, and we will update you if and when we have more information.

I cannot courier my documents. Can I provide an electronic copy?

The Passport and Immigration Office (Mauritius) does not accept electronic copies of **required documents**. We continue to monitor the situation and we will update you if there are any changes.



Reopening of borders - update

From 1 October, Mauritians, foreigners holding a "residential permit" or an "occupational permit", and those having the permit to stay more than 14 days in the country (including existing student visa holders) will be allowed to come to Mauritius from designated destinations. Here is what we know at present:

Who will be able to enter Mauritius?

Everybody. But priority will be given to those with Mauritian nationality, business people, as well as tourists who come for long stays depending on from where you are from.

How do you come?

There will be organised flights. Travellers will be able to book their tickets online. However, ticket prices will include the cost of quarantine at one of the ten hotels that will be designated by the Ministry of Health and Wellness and the cost of the PCR test performed upon arrival at the airport. To facilitate the process, a centralised booking platform, linking to airline and hotel sites, has been set up on the MTPA website at <https://booking.mymauritius.travel> and is operational as from 20 September 2020. Air Mauritius, Air France and Emirates Airlines are scheduling regular flights connecting Mauritius to designated destinations. Flights may also be booked at the retail outlets, call centres and the websites of the airlines.

Under what conditions will they travel?

Before boarding the plane, each passenger will have to present a negative PCR test which they will have undergone five days before boarding. The tests should be done in recognised institutions. Passengers will undergo another PCR test upon arrival at the airport, in the laboratory set up for this purpose. They will have to spend the 14 days following their arrival in quarantine.

What will happen to passengers who test positive?

They will be admitted to the ENT (Ear, Nose and Throat) Hospital, the only treatment center for patients with Covid-19. A passenger suffering from an illness requiring medical assistance may be quarantined in Clinique du Nord orand Wellkin Hospital (Private Hospitals) at their own cost. If he/she tests positive, he/she will need to be admitted to ENT Hospital to be treated for both Covid-19 and his/her illness.



The campus and academic year 2020–2021 schedule

Will the classes be online during the first semester?

Over the past few months, we have considered all the possibilities for your study. Our priority remains the health and safety of our Middlesex community. In view that Mauritius is currently COVID safe, we are currently in a position to welcome students on campus to start and continue with their studies uninterrupted. However, since some students may not be able to join us on campus, we will also be able to fully support those online.

For the 2020/21 academic year we will thus offer a blended approach. This means that we will supplement our traditional in-person face to face teaching with more online teaching activities. Face-to-face teaching will be recorded and live streamed where possible.

This means that if you are able to come to campus, you can expect to receive the same teaching support during your normal lecture/lab/seminar/workshop sessions that our students are accustomed to. If not, you can live stream or watch recorded sessions on demand. . Studying at Middlesex University is a guarantee that your learning experience will continue uninterrupted no matter the situation you are in.

Is there any change in the calendar for the 2020–2021 academic year?

The calendar has not been changed. Nevertheless, if any change is applied, all students will be promptly informed.

I may not be able to arrive in Mauritius in time for the start of my programme.

How late can I arrive?

All teaching will be available remotely to students who are not able to travel for the start of the academic year. Teaching, tutorial and seminars for all programmes will be a balance of interactive online or pre-recorded sessions. This will allow you to start your study online and join us in person when circumstances allow.



If students study by distance learning (Online), how will they borrow books etc.?

All students will continue to have access to a wide range of online learning resources through our e-library platform.

At this point, Mauritius is COVID safe and educational institutions are not required to apply social distancing. However, we are committed to keeping our campus safe and will ensure that all guidelines issued by the Government are adhered to. We have also introduced an increased cleaning regime to ensure that all spaces are hygienically clean at all time. Hand sanitiser and hand washing facilities are provided across campus, particularly in high-traffic areas.

Will there be temperature checks for staff, students and stakeholders on campus? How this will be monitored?

Yes, there will be temperature checks for all persons arriving on campus. If ever someone is found to have a temperature above 37.3 oC or is seen to be displaying symptoms of COVID-19, he or she will be referred to a medical institution.