

FAQs for Students

Date: 25 March 2020

In response to Coronavirus (COVID -19)

Questions	Responses
I'm concerned about other students coming and going from campus, what are we doing about it?	The campus current status is 'secure environment' and we are monitoring this daily. We have tissues, cleaning products and soap for all students.
My parents want me to go home, can I defer?	<p>If you wish to defer, please speak to student services, please be aware of the travel restrictions and associated guidelines. Be sure to make an informed decision prior to making your decision.</p> <p>Also, be aware that deferring may impact your ability to be granted a graduate work visa, so it is recommended you discuss your options with your migration agent or directly with immigration.</p> <p>Students requesting a Leave of Absence (deferral) or a Withdrawal after the census date will incur a financial liability for their tuition fees.</p>
Theory is online, do I have to log on.	Yes, that is correct, yes, we will be doing live zoom classes, so it is important to log on and participate.
My roommate is unwell now, how do I ensure that he/she practices safe hygiene?	<p>The most important thing is to have an honest conversation with each other and ensure you have the items to be able to manage a hygiene environment, if not purchase these items together.</p> <p>If you don't know how to use them ask Student Services or any member of the CAC Team for assistance.</p>
My parents want me back home as soon as possible. If I travel back home (overseas) but still attend online lectures, submit all the assessments.	<p>It is advised that you stay here to complete your assessments in our secure environment with the modified arrangements.</p> <p>If you wish to travel after your exams you need to make an informed decision based on the travel restrictions and guidelines.</p>
We will change to online classes but retain the same course fees – why is this so?	Questions in relation to finances must be directed in the first instance to Student Services.
I have a question about my Visa. Who can I speak to?	Any questions pertaining to your visa MUST be directed to the Department of Home Affairs and or your migration agent.
Can I go home to complete my theory?	Yes, you are permitted to go home dependant on the health advice from your country.

Will I be notified before a lockdown or will it just be announced and effective immediately?	In principle it would be announced effective immediately with some notice.
Regarding flight travel bans, can I still leave the country?	You will need to take advice from your airline and your own country around current entry requirements
Will my health insurance cover me should I get sick with COVID-19?	You need to contact your insurer individually.
Will accounts be understanding in their request for tuition fees in a timely matter considering students do not have all the information to make sound judgement for enrolment?	For all financial hardship questions please contact Student Services immediately. They will put you in touch with Accounts.
Social Distancing – what does it mean?	<p>Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people.</p> <p>Social distancing is important because COVID-19 is most likely to spread from person-to-person through:</p> <ul style="list-style-type: none"> • direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared • close contact with a person with a confirmed infection who coughs or sneezes, or • touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face. <p>So, the more space between you and others, the harder it is for the virus to spread.</p> <p>https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert</p>
Can the school remind students to sanitise phones, laptops and handles?	Please remember to wipe your devices with antibacterial wipes often.

If you have any questions or concerns please contact the Student Services Officer via email, info@academic.edu.au