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# FAQ for QUT International Students Impacted by COVID-19

Updated 23 April 2020

## Online Learning

### 1. What is QUT doing in relation to learning and teaching activities?

From **Monday 23 March 2020**:

- all lectures will be delivered online
- for one week, all tutorials, workshops, laboratories, studios and small team-based learning activities will be paused, unless otherwise advised by your particular faculty
- student placements and internships during the week (23-27 March) will continue unless otherwise advised.

The university's mid-semester break for students will be extended by one week. This means learning and teaching activities will finish on **Friday 3 April 2020** and resume on **Monday 20 April 2020**. At that time, the university's goal is to have the majority of learning and teaching activities in an online mode, supplemented by necessary small group activities with appropriate distancing and hygiene measures in place.

The university plans to realign Semester 1 to a 12-week block, to complete the currently scheduled learning and teaching activities by **Friday 29 May 2020**.

Graduation ceremonies will be postponed and graduating students will be invited to participate in a future ceremony.

The census date for the Semester 1 teaching period has been extended to **Friday 3 April 2020**.

## Enrolment and Fees

2. I don't want to study my units online, or my units are not offered online
3. I want to stop studying and go home because I am concerned about covid19
4. I can't study online/ I haven't got access to the internet at home

### Option 1: Take a Leave of absence (LOA)

*We recommend that you take this action if your intent is to continue your studies at QUT. Leave of absence is a temporary break from study:*

- Tuition fees will not be charged for the teaching period if [leave of absence](#) is requested and approved prior to the census date of the teaching period.
- International students (recently commenced and continuing) will be granted a leave of absence on the basis of covid19 concerns; no documentation is required to support your leave of absence claim
- international students will be able to use the [online leave of absence request form](#) even if you are in your first semester/period of studies
- Students remain admitted to their QUT course throughout their leave
  - If you have paid your tuition fees you can request a [refund](#)
  - There is no cancellation fee, but if you are a commencing student any deposit payment made will be held by QUT.
  - When you recommence your studies after leave, the held deposit payment will offset your tuition fees.
- Students may contact [qut.intcompliance@qut.edu.au](mailto:qut.intcompliance@qut.edu.au) for follow up enquiries on their LOA applications.

#### What happens to my student visa when I take a leave of absence?

- When your leave of absence is approved, QUT will issue you with a new CoE with a new course end date.
- Your approved leave of absence is recorded on PRISMS and QUT informs Department of Home Affairs of the compassionate/compelling circumstance.
- This action should prevent cancellation of your student visa.
- Ensure you check your visa status through [Visa Entitlement Verification Online \(VEVO\)](#)

### Option 2: Withdraw from my course

*Withdrawing from your course means that if you want to return to QUT you will need to re-apply for admission.*

- Tuition fees will not be charged for the teaching period if [students](#) withdraw from their course prior to the census date (or the first day of classes for English language programs) of the teaching period.

- If you withdraw from all your units without requesting a leave of absence, it is the same as withdrawing from your course – so if you want to return to QUT, request a leave of absence (see option 1)
- Withdrawing from your course usually incurs a cancellation fee of \$5000, but this will be reduced to \$0, because COVID-19 concerns are a recognised special circumstance.
  - Documentation is required to support this special circumstance claim.
  - Students who have completed 48 credit points, or six months full-time (or equivalent pro rata) for research time-based students, of a foundation program, diploma or degree course are exempt from any cancellation fee.

*What happens to my student visa when I withdraw from my course?*

- If you withdraw from your course, then QUT will cancel your CoE and inform Department of Home Affairs.
- Ensure you check your visa status through [Visa Entitlement Verification Online \(VEVO\)](#)

NB. Please note that any current requests for deferral (where a deferred offer has not already been issued), will be treated as requests for leave of absence. Requests received by Census date (but approved after Census date) will be processed effective the date of receipt.

**5. I am having difficulty paying my tuition fees what can I do?**

You can apply for a [payment plan](#) if you are experiencing difficulty making payment by the [census date](#). If you already have a payment plan and are having difficulty paying the agreed instalments please contact [sbs.fees@qut.edu.au](mailto:sbs.fees@qut.edu.au).

**6. How can I request a refund if I cannot continue my QUT program for Sem 1, 2020?**

First, you need to make a decision - if you can't continue your studies, will you withdraw from your course, or take a leave of absence? (see question 1)

**7. If I study online, will I breach my student visa conditions?**

No, The Department of Home affairs has made an exception because of covid19 to allow you to study online until the global situation improves.

**8. If I study online from my home country, would the study time count towards my eligibility for post study work?**

Eligibility requirements for post study work will be considered by the Department of Home Affairs, on a case-by-case basis, as part of a broader set of considerations related to post study work.

**9. I took leave because of covid19, but now I want to be reinstated so that I can study online. How do I do this?**

- To reinstate your enrolment or add new units to your enrolment you will need to lodge an online [Late Enrolment Request](#).
- If your late enrolment request is approved you will be notified by our Enrolments team.
- If you are a student visa-holder, you will be issued with a new CoE within approximately 10-15 working days.

**10. I deferred my offer but now I want to study online in semester 1. How do I cancel my deferment?**

- If you are a domestic student, email [qut.applications@qut.edu.au](mailto:qut.applications@qut.edu.au) with your request. Your reinstatement will be subject to Faculty confirmation that you can still enrol.
- If you are an international student, email [qut.intadmission@qut.edu.au](mailto:qut.intadmission@qut.edu.au) with your request. Your reinstatement will be subject to Faculty confirmation that you can still enrol.

**11. What should I do if I can't cope with online study?**

- Some faculties may provide additional study support. If you start to struggle with your on-line studies, make contact with your faculty quickly to find out what support is available to you.
- Tuition fees will not be charged for the teaching period if [leave of absence](#) is requested and approved prior to the census date of the teaching period.
- The last day to withdraw from semester 1 units with no academic penalty is 29<sup>th</sup> May. The unit will be listed as “withdrawn” on your academic transcript and will not be included in the calculation of your GPA score.
  - If you enrolled in a different teaching period (not semester 1), you should check the [key dates](#) for your teaching period to find out the date of census and the last day to withdraw without academic penalty.

## Study Abroad Students

### **12. I am a study abroad student and enrolled in Sem 1, 2020, I have been recalled by my home institution, can I study the remainder of my program online?**

Yes, from Monday 23 March 2020, all lectures will be livestreamed. You need to enrol prior to 27 March if you have not already done so. Please make contact the QUT Global office at [stae@qut.edu.au](mailto:stae@qut.edu.au) for further advice and information.

## Overseas Student Health Cover (OSHC)

### **13. How can I request for refund or extension of my OSHC?**

Please contact your OSHC provider to request refund or extension.

## Accommodation Options for Self-isolation

### **14. If I need to undertake 14-day self-isolation, where can I find the short-term accommodation?**

QUT can provide information and assistance with your short-term accommodation needs. Please contact International Student Services if you need assistance with accommodation [issadvice@qut.edu.au](mailto:issadvice@qut.edu.au)

If you are experiencing concern or need additional support during your study at QUT, you can also contact International Student Services at [issadvice@qut.edu.au](mailto:issadvice@qut.edu.au)

## Applications for Semester 2 2020

### **15. Is QUT accepting applications for Semester 2 and onwards?**

We continue to accept applications for Semester 2, 2020 and onwards. QUT recognises COVID-19 as a special circumstance. If the current situation persists, we will continue to offer similar arrangements as Semester 1 2020 in terms of enrolment and fees.

## Management of COVID-19 Risk in Australia

### **16. What is the latest arrangement to manage the risk of COVID-19 in Australia?**

Please refer to the latest information: <https://www.dese.gov.au/news/coronavirus-covid-19>