

FAQs for Students

Updated: 14 February 2020 at 12pm

Please be assured that we are taking all precautions in line with Australian Government regulations and monitoring up-to-date advice.

The University will continue to work in the best interests of all our students. We are doing everything possible to reach out to students from China who have already arrived, and those who may be affected by the updated travel advice released by the Australian Government.

Yesterday, the Australian Government announced a one-week extension to the travel ban, and a further review of travel restrictions on 22 February.

The University has been working tirelessly to investigate study solutions that could make it possible for you to study from China. However, taking account of our commitment to offering only the highest quality education, we believe you would be best served by recommencing your studies with us on campus at a later date.

For continuing or new students who remain offshore, the University invites you to defer (intermission) your studies for Semester One, 2020 by **Monday, 2 March 2020**. After this time, the University will automatically defer your studies.

The University would like to thank all affected students for your patience while it considered how best to assist and support you through this challenging time.

The University will be in touch with all affected students again soon, to outline how you can continue to improve your study skills and preparations for when you are able to join us on campus.

Find more useful information on our website which is being continually updated as circumstances change.

What has been UC's response to the Coronavirus?

The University has been quick to respond to Australian Government and ACT Health advice including:

- Supporting any staff or students who are required to self-isolate;
- Issuing a ban on travel to mainland China for all staff and students;
- Providing regular updates to all staff and students;
- Establishing a dedicated support [email address](#) for affected staff and students;
- Offering a deferment (intermission) of one semester;
- Providing medical and counselling support, food deliveries and general care to isolated students; and
- Providing medical and counselling services to impacted students and staff on a dedicated contact number monitored by our Medical and Counselling team: 0409 507 734.

We are caring for our community by:

- Proactively contacting any students with a home address in Hubei Province individually to provide regular updated advice and support for studies;
- Contacting any commencing and continuing students from mainland China to provide advice and support;
- Limiting the spread of the disease by implementing [Australian Government Health](#) advice efficiently and effectively;
- Working with our on-campus residences to provide information, support and alternative accommodation where necessary;
- Offering case-by-case study support and advice to affected students; and
- Offering support to students and staff through Medical and Counselling on dedicated number: 0409 507 734 and Employee Assistance Program (EAP) services.

What are the risks for me attending at UC?

- As at 14 February 2020, there have been no confirmed cases of Coronavirus in the [ACT](#).
- The University continues to take all precautions in line with [government advice](#).
- The risks of being on campus are no greater than being in any other public place in the ACT at this stage.

MORE INFORMATION

The Australian and ACT Government websites are the best source of primary information including:

- Australian Department of Health [information sheet](#) for universities;
- [ACT Health](#); and
- [Department of Foreign Affairs and Trade](#).

TRAVEL RESTRICTIONS

I am student in mainland China who will not be able to arrive in Australia before 2 March. How do I defer?

- For continuing or new students who remain offshore, the University invites you to defer (intermission) your studies for Semester One, 2020 by Monday, 2 March 2020. After this time, the University will automatically defer your studies.
- To defer your studies, please complete this [form](#) via your MyUC login. When completing the form, please select Semester One, 2020 as the period of intermission and write "In mainland China, due to travel restrictions" in the Intermission Details. There is no need to provide any supporting documentation.
- If you are unable to login to MyUC, you can e-mail internationalstudent@canberra.edu.au confirming that you wish to defer your studies in Semester One, 2020. The dedicated team will then process your intermission for Semester One, 2020.
- There is one exception, and this is in the case of existing online units that the University offers as part of existing courses. If you have already enrolled in one of these units for this semester, please continue with your studies as normal. You will, however, need to withdraw from any on-campus units that you have enrolled in.
- If you have already paid your Semester One, 2020 tuition fees, these will be held in credit for you and applied to your enrolment in a future teaching period. Alternatively, you can have your fees refunded, via the form in your MyUC login. If you are unable to login to MyUC, please email internationalstudent@canberra.edu.au to request a refund.

I am a student overseas (not in mainland China) intending to commence study in Semester One. What are my options?

- If you arrive on or before 2 March, you will be able to commence study at the University as per usual, as long as you have not been in mainland China within the 14 days prior to arrival.

I am a student from Hubei Province and arrived in Australia in the past 14 days: what does this mean for me?

- You must isolate yourself for 14 days from the date that you left Hubei Province. Please contact UC's Medical and Counselling team to notify them that you are in isolation on 0409 507 734.
- You need to be aware that students in these circumstances have been advised not to attend university or higher education facilities and to avoid contact with other students and staff.
- If you have any questions or concerns, please contact Medical and Counselling on the dedicated mobile number: 0409 507 734. **Do not visit the Medical Centre.**
- Any students that will be living on the university campus but have not yet checked in to their residence are required to call ahead on +61 2 6109 4200 for alternative isolated accommodation.

I am a student from China who arrived in Australia on or after 1 February 2020: what does this mean for me?

- If you have travelled to, from or through mainland China and arrived in Australia on or after 1 February 2020, you must isolate yourself for 14 days from the date that you left mainland China.
- If you have been in close contact with a confirmed case of Novel Coronavirus, you must [isolate](#) yourself for 14 days after your last contact with the confirmed case. Please contact UC's Medical and Counselling team to notify them that you are in isolation on 0409 507 734.
- You need to be aware that students in these circumstances have been advised not to attend university or higher education facilities and to avoid contact with other students and staff.
- If you have any questions or concerns, please contact Medical and Counselling on the dedicated mobile number: 0409 507 734. **Do not visit the Medical Centre.**
- Any students that will be living on the university campus are requested to call ahead on +61 2 6110 4003 for alternative isolated accommodation.

I am a student from China who arrived in Australia before 1 February 2020: what does this mean for me?

- If you have travelled to, from or through mainland China and arrived in Australia before 1 February 2020, you will not need to self-isolate.
- You can resume or commence with your studies as planned.
- If you have been in close contact with a confirmed case of Novel Coronavirus, however, you must [isolate](#) yourself for 14 days after the last contact with the confirmed case. Please contact UC's Medical and Counselling team to notify them that you are in isolation on 0409 507 734.
- If you have any questions or concerns, please contact Medical and Counselling on the dedicated mobile number: 0409 507 734.

I am a student from China enrolled to commence my first year of studies at UC this semester, not yet in Australia and unable to travel: what does this mean for me?

- For new students who remain offshore, the University invites you to defer (intermission) your studies for Semester One, 2020 by Monday, 2 March 2020. After this time, the University will automatically defer your studies.
- To defer your studies, please complete this [form](#) via your MyUC login.
- If you are unable to log in to MyUC, you can e-mail internationalstudent@canberra.edu.au confirming that you wish to defer your studies in Semester One, 2020.
- Please contact the dedicated [email address](#) for case-by-case advice.

I am a student from China continuing my studies at UC, not yet in Australia and unable to travel: what does this mean for me?

- For continuing students who remain offshore, the University invites you to defer (intermission) your studies for Semester One, 2020 by Monday, 2 March 2020. After this time, the University will automatically defer your studies.
- To defer your studies, please complete this [form](#) via your MyUC login.
- If you are unable to log in to MyUC, you can e-mail internationalstudent@canberra.edu.au confirming that you wish to defer your studies in Semester One, 2020.
- Please contact the dedicated [email address](#) for case-by-case advice.

I am a Chinese student travelling from a country other than China: what does this mean for me?

- If you have travelled [through](#) mainland China and arrived on or after 1 February 2020, you will need to self-[isolate](#) for 14 days. Please contact UC's Medical and Counselling team to notify them that you are in isolation on 0409 507 734.
- If you have not been to or travelled through mainland China, you can resume or commence your studies as normal.

I am a student from Hong Kong: what does this mean for me?

- If you have not travelled to or travelled through mainland China in the past 14 days, you are not impacted and should resume or commence your studies as normal.

I am an Australian citizen/permanent resident and travelled to/through/from China in the past 14 days: what does this mean for me?

- As you have travelled to or through mainland China in the past 14 days, you will need to self-[isolate](#) for 14 days from the date of your departure from China. Please contact UC's Medical and Counselling team to notify them that you are in isolation on 0409 507 734.
- Please contact the dedicated [email address](#) for case-by-case advice.

I am an International Student, not from China: what does this mean for me?

- If you have not travelled to or through mainland China in the past 14 days, you are not impacted and should resume or commence your studies as planned.

- If you have travelled to or through mainland China and arrived in Australia on or after 1 February 2020, you will need to self-isolate for 14 days from the date of your departure from China. Please contact the dedicated [email address](#) for case-by-case advice.

I am in shared accommodation and my housemate arrived from China on or after 1 February 2020: what does this mean for me?

- You will not need to self-isolate unless your housemate presents with symptoms in the 14-day isolation period.
- It is advisable to wash all crockery and cutlery in the dishwasher.
- Wash all your linen, towels and clothing in the normal manner and add laundry sanitiser to your wash.
- You will be notified if your housemate presents with symptoms by a representative of ACT Health and you will be provided the necessary support and advice.
- If you would like further advice or support, contact Medical and Counselling on the dedicated mobile number: 0409 507 734.

TRAVEL AND ACCOMMODATION ADVICE

I am a student living in China and want to plan my trip to start my studies at UC: what does this mean for me?

- Until there is confirmation from the Australian Government that the travel restrictions on travellers from or through mainland China has been lifted, it is recommended that you do not purchase your air ticket.
- Do not confirm or pay for any accommodation in Canberra until there is a clear indication that you can travel from mainland China.
- If you have purchased an air ticket and your travel is cancelled the University will be unable to assist you. Please contact your travel insurance for assistance.
- The Australian Government travel restrictions are available [here](#).

I am a student from China and have booked and paid for my on-campus accommodation in advance: what should I do?

- Please make contact with Unilodge directly via email, as outlined in your accommodation occupancy agreement and advise them of your situation.

I am a student from China and have booked and confirmed my off-campus accommodation: what should I do?

- Contact your accommodation provider, notify them of your circumstances and discuss cancellation or refund options directly with your provider.
- If your accommodation booking is covered by your personal travel insurance, notify your travel insurance provider and process your claim with them directly.

STUDIES AND SUPPORT

I am a student affected by the Australian Government travel restrictions and cannot leave China: can I continue with my studies?

- The University academic year commences on 10 February 2020. In light of the most recent travel advice from the Australian Government, affected students can choose to defer your studies at the University by one semester.
- You are assured that your study offer remains intact.
- There is no impact on your tuition fees and no penalties will be applied.
- [Click here](#) to defer.

I am a student in China and cannot travel to Australia. If my study is disrupted, what options are available to me to catch up on my units?

- The University is in the unique position of being able to offer a Winter Term and is currently looking at providing additional units during this period to support affected students.
- The Winter Term runs from 1 June 2020 to 1 August 2020.
- While we will do our best to deliver a quality Winter Term experience, some students may need to commence in Semester Two.

Who can I contact for support? How do I contact them?

- A dedicated University [email](mailto:internationalstudent@canberra.edu.au) (internationalstudent@canberra.edu.au) is available for students seeking support, assistance or advice relating to enrolments, UCLearn or any other study-related queries.

QUESTIONS AND SUPPORT

I have questions not covered by these FAQs. Who can I contact about these?

- A dedicated [email address](#) has been established to provide assistance to students who may be affected by this latest travel advice both onshore and in China.

I would like support. Who can I contact?

- If you are in self-isolation please contact UC's Medical and Counselling team to notify them that you are in isolation on 0409 507 734. This will ensure that the University is able to support you during this time.
- If you feel you need help, please contact our Medical and Counselling team on the dedicated mobile number 0409 507 734.
- A dedicated [email address](#) has been established to provide assistance to students who may be affected by this latest travel advice both onshore and in China.
- For out of hours service, please contact the Crisis Line on 1300 271 790 or text on 0488 884 227.