

International FAQs

Is Australian immigration still granting visas for new applications lodged?

Yes, after pausing during the peak of COVID, Australian Immigration is now processing both previous and newly lodged applications. If you have enquiries about your visa you should check your ImmiAccount or visit the Department of Home Affairs [website](#) for further information.

Will my course be online or face-to-face, on campus?

We are taking the advice and guidance of the Australian government and Medical experts to ensure the health and safety of all our current and prospective students.

Our courses are currently a combination of online and on campus, depending on your campus preference. This is because there are different Government rules and regulations in place in each state.

Currently, our Sydney students have a blended version of online and on campus, while our Melbourne students are studying 100% online until further advice deems it safe to return to campus.

What if my course is due to start and I cannot enter Australia?

Should you be unable to enter Australia when your studies are due to commence, we will be able to defer your enrolment to the following intake. Alternatively, you will be able to cancel your enrolment and receive a 100% refund.

What measures have been put in place on campuses to ensure it is COVID safe?

Our Operations team have worked tirelessly to ensure all our campuses are [COVID-safe](#) approved places of study.

The campuses have been modified to ensure we meet social distancing requirements in classes and all communal areas, with various exit and entrance points for easy and safe access. Our friendly students services team are on campus to assist with any enquiries or concerns you may have during your time with us.

How do online classes work?

Online classes are delivered through CANVAS – a leading online learning platform that replicates a classroom environment. This includes the ability to interact with your instructor and peers, just as you would on-campus. It includes access to all your learning resources, video, audio, real-time sharing of presentations – as well as collaborative features such as a live whiteboard, breakout rooms, discussion boards and polling. And the best part is, it's easy to use and can be accessed on any device. PLUS you will have a dedicated Online help desk to support you.

As an International student, what are the implications of the change to online delivery for my student visa?

There is no change to the visa conditions for international students, however you must attend and engage in all your online classes as this will be tracked and provides evidence that you are complying with the requirements of your Australian Student Visa.

Will I get the same level of support from my teacher as in an on-campus, face-to-face class environment?

It's so important to us that we meet the commitment we made to you and your families when you enrol with us – that we will give you the best education you could hope for, and that during your time with us we will keep you safe. That's why it was so important to select the right online learning platform – that mimics a physical classroom environment.

Our online learning platform – Canvas is your Virtual Classroom. With a host of multimedia features, it allows for real-time sharing of audio, video and presentation slides, and allows groups to collaborate through a live whiteboard, breakout rooms, discussion boards and polling. When you join your virtual classroom, you'll also have access to **two teachers** in your virtual classroom as well as a dedicated **Online Learning Help Desk** that is ready to support your learning, Monday to Saturday every week from 8am – 9pm!