



EYNESBURY COLLEGE

FREQUENTLY ASKED QUESTIONS

VISA & OSHC

Q: Do I need a visa to study online?

You do not need a visa to study online.

Q: I have lodged a student visa. Will it still be processed?

The Australian Government continue to process student visa applications.

Q: What if the borders open and I have already started the course online?

When the borders open, we will welcome you to complete your program on campus in Adelaide. Once you receive your visa, we will help to transition you from online learning to being on campus.

Q: I have already paid OSHC, when will it commence?

Your OSHC policy will commence when you arrive in Australia. You are eligible for a refund if you arrive three months after your original start date. The refund will be provided when you return home or change visa.

Q: Do I have to pay for OSHC with my fee deposit?

Because you are commencing your program offshore, you are not required to pay OSHC when accepting your offer letter. Eynesbury will issue an offer letter but you must organise OSHC when the borders reopen and you apply for your visa. If you are ready to lodge your visa and are still unsure about OSHC, Eynesbury can help you to organise a policy through our partner, Allianz.

Q: I am already in Adelaide, does studying online affect my student visa and CoE?

Studying online during this time is permitted and will not impact your visa.

Q: Can Eynesbury provide a letter stating that I am enrolled?

Eynesbury will happily issue a letter stating your enrolment, with a list of courses undertaken by you.

ENGLISH PROFICIENCY TEST

Q: Which English tests are acceptable for remote learning?

Eynesbury accepts Duolingo, IELTS Indicator and TOEFL Test at Home for entry into all Diploma programs. The cut-offs for IELTS Indicator and TOEFL Test at Home are identical to IELTS & PTE score.

Please note that for Level 3 visa countries, we cannot accept Duolingo.

In some cases, if you have a suitable English grade from your high school results, Eynesbury will issue a CoE. However, you will still be required to complete an English proficiency test prior to submitting your student visa application.

ONLINE LEARNING / REMOTE LEARNING

Q: What does 'Digital Campus' mean?

The Eynesbury digital campus is an online learning environment that is being offered whilst students are unable to travel to Australia. Classes are delivered virtually, in real time, via Zoom. As well as attending class via Zoom, students have access to all of the class recordings, learning resources and materials through our student portal, Axis.

Q: What about orientation?

Eynesbury is delivering orientation online! You will learn everything you need to know about being an Eynesbury student. Online orientation is informative, fun and supportive. Many students have found they feel more confident to ask questions online as opposed to attending orientation on campus.

Q: Do I need to pay the entire initial fee on my offer letter if I am only studying online?

At this stage, students are continued to make payment as normal. We understand that some students are worried about paying upfront given the current Coronavirus situation. Rest assured that by studying online with Eynesbury you will receive the

same qualification as if you were studying on campus. Therefore, the fee payment structure has remained the same and we hope to welcome students back to campus as soon as possible.

Q: Will my tuition fee be different if I am doing online study?

No, fees remain the same. Online study with study is *not* self-study; it is real time classroom learning with teachers and other students. You will also have access to learning support and counselling services if you need.

Q: For technical programs such as engineering, how will students offshore get the practical experience?

Any modules with a practical element will be modified so that students will not be disadvantaged.

Q: Will offshore students need to source textbooks?

While it is recommended that students have access to the recommended textbooks, there will be complementary learning materials available through the learning management system called Moodle, which is entered through our student portal, Axis.

Q: Will I get access to some pre-recorded self-directed learning material?

The student portal (Axis) has a range of resources and materials, which are available in addition to the recorded lessons. Whether in face-to-face classes or in the digital campus, we recommend you spend a minimum of **four hours per week per module** doing self-directed learning and additional time to complete assignments.

Q: Can I complete the Diploma now and defer my university start date to do face-to-face when the borders open?

As you have a separate COE for your university program, you will need to contact the university if you wish to defer.

Q: What are the benefits of commencing online studies?

- Don't delay! Start your pathway program now to commence university as soon as possible
- The student feedback has been very positive! Many students have gained confidence to ask questions through Zoom which will assist them when they meet their teachers for face-to-face learning.
- Teachers are available online and by email for additional support
- Save money on travel, accommodation and living expenses

REFUND POLICY

Q: What if I commence study online and then my visa application is refused?

Please refer to our **Deferral, Leave of Absence, Withdrawal, Suspension and**

Cancellation Policy: [https://5a57e26f5cc023eb2aa2-](https://5a57e26f5cc023eb2aa2-83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_DeferralLeaveofAbsenceWithdrawalSuspensionCancellationPolicy.pdf)

[83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_DeferralLeaveofAbsenceWithdrawalSuspensionCancellationPolicy.pdf](https://5a57e26f5cc023eb2aa2-83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_DeferralLeaveofAbsenceWithdrawalSuspensionCancellationPolicy.pdf)

Please refer to our **Fee Refund Policy:** [https://5a57e26f5cc023eb2aa2-](https://5a57e26f5cc023eb2aa2-83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_FeeRefundPolicy.pdf)

[83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_FeeRefundPolicy.pdf](https://5a57e26f5cc023eb2aa2-83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_FeeRefundPolicy.pdf)

Q: I do not want to study online. What are my options?

If you do not want to study online, you can defer. However, we recommend you commence your studies online, so you can continue your path to your chosen degree.

Q: How do I defer?

Please ask your agent to request your deferral by sending an email to

admissions@eynesbury.sa.edu.au

Q: Is there a deadline to request a deferral?

The earlier, the better. Please refer to our **Fee Refund Policy:**

[https://5a57e26f5cc023eb2aa2-](https://5a57e26f5cc023eb2aa2-83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_FeeRefundPolicy.pdf)

[83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_FeeRefundPolicy.pdf](https://5a57e26f5cc023eb2aa2-83fdd4b3262df0021a555d041e1585b9.ssl.cf6.rackcdn.com/78_FeeRefundPolicy.pdf)

Q: What will happen to my student visa if I defer my studies?

Your current Confirmation of Enrolment (COE) will be cancelled and a new COE will be issued for the next available intake. You can check your visa status through Visa Entitlement Verification Online (VEVO).