<table>
<thead>
<tr>
<th>Macquarie University’s response</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What is Macquarie University doing about the Coronavirus?</strong></td>
<td>The University is closely monitoring and responding to the novel Coronavirus outbreak. It is a highly dynamic situation and the Vice-Chancellor has established a taskforce that meets daily to keep up to date with information and action taken by the Australian Government and NSW Health. Macquarie’s response is in line with these official sources and reflects our commitment to the health and wellbeing of our community as well as to facilitating a successful Session 1 for all students and staff.</td>
<td></td>
</tr>
<tr>
<td><strong>How do I stay up to date about Macquarie University’s response?</strong></td>
<td>We know this is potentially distressing for students and staff. Clear and accurate information is important. Updated information will be provided to students and staff via email, the dedicated website and other appropriate communication channels such as WeChat and Facebook. The website includes comprehensive information about travel, health and study options as well as relevant support services.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Government travel restrictions</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What is the latest advice about travel restrictions?</strong></td>
<td>As of Sunday 1 March 2020, the Australian Government implemented further travel restrictions associated with the coronavirus, specifically extending them to Iran.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• All travellers, regardless of nationality, arriving from any part of Iran or mainland China, or transiting through Iran or mainland China, will not be permitted entry to Australia.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Only Australian citizens, permanent residents and their immediate family (dependents, legal guardians and spouses) returning from Iran or mainland China, or transiting through Iran or mainland China, will be allowed to enter Australia and will be required to self-isolate for 14 days.</td>
<td></td>
</tr>
</tbody>
</table>
• Australians are advised not to travel to Iran or mainland China.
• Apart from the agreed exceptions, all other foreign nationals who were in mainland China or after 1 February will not be allowed to enter Australia until 14 days after they have left, or transited through mainland China.
• Apart from the agreed exceptions, all other foreign nationals who were in Iran or after 1 March will not be allowed to enter Australia until 14 days after they have left, or transited through Iran.

The Australian Government has advised that these measures are temporary and will be reviewed periodically.

### NSW Health information

<table>
<thead>
<tr>
<th>What is the latest advice about health and self-isolation?</th>
<th>Students and visitors from Hubei Province who have arrived in the past 14 days will need to self-isolate for 14 days from the day that they departed Hubei Province</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Staff, students and visitors from other provinces of mainland China who arrived on or after 1 February 2020 will need to self-isolate for 14 days from the day they departed mainland China</td>
</tr>
<tr>
<td></td>
<td>Staff, students and visitors from other provinces of mainland China who arrived prior to 1 February 2020 do not need to self-isolate</td>
</tr>
<tr>
<td></td>
<td>Staff, students and visitors from Hong Kong, Macau and Taiwan, unless they have been in Hubei Province in the past 14 days or in any part of mainland China on or after 1 February 2020, do not need to self-isolate.</td>
</tr>
<tr>
<td>In all cases, if you experience symptoms, you should seek medical attention immediately. This means phoning a clinic or medical centre to get advice before presenting in person.</td>
<td></td>
</tr>
<tr>
<td>Self-isolation means staying at home and not accepting visitors. Information about self-isolation can be found here.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What are the symptoms of coronavirus?</th>
<th>NSW Health advises that most cases have had fever, cough, and shortness of breath.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In more severe cases, infection can cause pneumonia with severe acute respiratory distress.</td>
</tr>
<tr>
<td>More information can be found here.</td>
<td></td>
</tr>
</tbody>
</table>
| What should I do if I have symptoms? | If you develop symptoms after recently returning from Iran or mainland China, or after contact with a confirmed case, you should call your doctor, a local hospital or Healthdirect on 1800 022 222 and seek medical attention as soon as possible.  
There is a GP Clinic at Macquarie University Hospital – contact details can be found [here](#).  
Contact details for local hospitals can be found [here](#).  
Please phone ahead rather than present in person as the clinic, medical centre or hospital will make arrangements for you to be isolated from other people in their facility. |
| What is the risk of contracting coronavirus in Australia? | At this point in time, the risk of contracting coronavirus in Australia is low unless you have had contact with someone who has a confirmed case. |
| Are Macquarie University taking any further steps to help students and staff with hygiene practices? | The University is installing additional hand cleaning equipment, including sanitisers, for the University community. Staff and students are advised to follow NSW Health Guidance on good Hygiene standards which states:  
• making sure to **clean your hands thoroughly** for at least 20 seconds with soap and water, or an alcohol-based hand rub  
• cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow  
• avoid close contact with anyone with cold or flu-like symptoms  
• make sure you stay home if you are sick. |
| What precautions can I take to avoid coronavirus? | To protect yourself and others from infection, good hand and respiratory hygiene is important, including:  
• cleaning hands with soap and water or alcohol-based hand rubs  
• covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing  
• avoiding contact with anyone who has symptoms of respiratory illness such as a cough, fatigue, sore throat or headache  
• staying home if you are unwell. |
Based on current advice, only people who have returned from Iran or mainland China, are unwell and have access to a face mask should use it. For anyone else who has does not have symptoms, a face mask is not necessary.

There is no need to cancel any events or gatherings or take additional precautions to normal practice. People who are unwell should not attend public events.

More information can be found [here](#).

### Information for students

| I am impacted by the travel restrictions. Who do I contact about study options? | Macquarie University is committed to offering a range of study options to students affected by the coronavirus outbreak. We want students to be able to start or continue their studies with us as soon as it’s possible and safe to do so. A range of options are available including:
| | • late enrolment
| | • online and flexible delivery prior to your return to campus (for some units)
| | • reduced study load
| | • deferral for commencing students to start in a later session
| | • a break from study for continuing students.
| | If you are impacted by Coronavirus, please compete this [survey](#) to tell us more about your circumstances.
| | Our [dedicated website](#) has up to date information and you can also contact us directly:
| | **Undergraduate, Postgraduate and Higher Degree Research Students:**
| | Contact email: studentcare@mq.edu.au Phone: 1800 774 964 or + 61 2 9850 7000
| | **English Language Centre (ELC) Students**
| | For Commencing students who have not started their English Classes
<p>| | Contact email: <a href="mailto:mi.gcadmissions@mq.edu.au">mi.gcadmissions@mq.edu.au</a> |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>For continuing students who are returning to classes</td>
<td>Contact email: <a href="mailto:ELC.advisors@mq.edu.au">ELC.advisors@mq.edu.au</a> Phone: + 61 2 9850 5055</td>
</tr>
<tr>
<td><strong>MUIC Students</strong></td>
<td>Contact email: <a href="mailto:MUIC.advisors@mq.edu.au">MUIC.advisors@mq.edu.au</a> Phone: + 61 2 9850 5055</td>
</tr>
<tr>
<td>For students in China, the University can also be contacted via WeChat and there are Mandarin speaking staff available to respond.</td>
<td>Chinese hotline: +61 2 9850 1070</td>
</tr>
<tr>
<td>University We Chat: MQ CHINA; MQinsydeny</td>
<td>Please include your student ID in your email subject line when making contact.</td>
</tr>
<tr>
<td>I am currently in China and I don’t know when I will be able to return. Can I study online?</td>
<td>The University will be offering more online study options to meet students’ needs at this difficult time. Please complete this survey to tell us more about your circumstances. You will be able to enrol via eStudent and undertake studies via iLearn for some courses. We are also exploring additional supports to help with your orientation to Macquarie University, tips for successful online study and to transition you to our campus as soon as possible.</td>
</tr>
<tr>
<td>If I travel to another country for two weeks, will I be able to travel to Australia to start my studies at Macquarie?</td>
<td>Any students who have travelled to other countries from mainland China to see out the 14-day travel exclusion period, and who have had no recent contact with people with COVID-19 (formerly known as the novel coronavirus infection), will be welcomed to Australia. Students who have spent more than 14 days in another country after leaving mainland China do not require quarantine, as long as they have not had contact with a confirmed case.</td>
</tr>
<tr>
<td>How can I find out which units will be available to study online?</td>
<td>We have identified more than 150 units that will be available in flexible online study mode. Macquarie University will only offer units in a flexible online mode if we are satisfied they meet standards related to quality, accreditation and visa requirements.</td>
</tr>
</tbody>
</table>
Your recommended enrolment will be personalised based on your progress to date, your academic standing and the availability of units.

In the interests of student success, some students may be advised to take a part-time study load or to delay enrolment to a later session.

The dedicated website will be updated and in the meantime, contact please compete this survey to tell us more about your circumstances.

Undergraduate, Postgraduate and Higher Degree Research Students:
Contact email: studentcare@mq.edu.au Phone: 1800 774 964 or + 61 2 9850 7000
Please include your student ID in your email subject line when making contact.

| I am in Australia but need to self-isolate. What should I do? | Information about self-isolation can be found [here](#). Please tell us where you are so we can assist and advise you through this period. Undergraduate, Postgraduate and Higher Degree Research Students:
Contact email: studentcare@mq.edu.au Phone: 1800 774 964 or + 61 2 9850 7000 English Language Centre (ELC) Students
For Commencing students who have not started their English Classes
Contact email: mi.gcadmissions@mq.edu.au
For continuing students who are returning to classes
Contact email: ELC.advisors@mq.edu.au Phone: + 61 2 9850 5055 MUIC Students
Contact email: MUIC.advisors@mq.edu.au Phone: + 61 2 9850 5055
If you develop symptoms, seek medical attention.
Once this period has passed without symptoms, you are able to attend campus. |
| **Will my student visa be affected?** | As part of the response from the Australian Government, affected students will be supported so that the impact on their student visa is minimised. This means increased online study will be temporarily allowed and/or compelling and compassionate circumstances will be considered. Your confirmation of Enrolment (COE) will remain active and you won't need an updated COE.

For students who have made the decision to defer to Session 2, your Confirmation of Enrolment (COE) will remain active, which means you are able to return in July for the Session 2 intake. You can check your visa status through [Visa Entitlement Verification Online (VEVO)](https://www.immi.gov.au/visas/vevo). You should keep an eye on your visa expiry date if you are in your last Semester of study and make contact with Student Connect should you require an extension on your study and an updated COE.

We will work with you to find the best study option and adjust your Confirmation of Enrolment (COE) if required. |
| --- | --- |
| **Will the University delay orientation and the start of Session 1, 2020?** | Based on the current circumstances and advice from the Australian Government and NSW Health, the University will proceed as planned with Orientation (O Week) from 17 February 2020 and the start of Session 1 from 24 February 2020.

If you are unable to come to O Week or start classes on time due to travel restrictions or self-isolation, please contact us. We will ensure you receive all important information, can undertake studies via iLearn and successfully transition to the campus when you are able to do so.

This decision has been made with due regard for the health, wellbeing and safety of all members of the Macquarie University community.

The University has considered options such as late enrolment, online and flexible delivery prior to your return to campus (for some units), reduced study load, deferral for commencing students to start in a later session or a break from study for continuing students.

For impacted students, it has been decided to:

- Extend the last date to enrol in and commence a unit by **one week until 15 March**
- Extend the last date to arrive on campus **by three weeks until 30 March** – if online studies have been undertaken
- Extend the census date until 3 April

At this stage we ask you to do two things to help focus our response:

1. Enrol in units via eStudent
2. Complete this [survey](#) to tell us more about your circumstances:

### Is it safe to come to the Macquarie University campus?

Yes. We look forward to welcoming new and returning students back to campus.

Currently, there are no confirmed cases of coronavirus affecting any member of the Macquarie University community – students or staff.

We are providing additional information about good hygiene practices, hand sanitiser etc and will continue these measures as part of our response.

**BUT REMEMBER,** you must self-isolate for 14 days if you have:

- visited or transited through mainland China on or after 1 February 2020,
- visited or transited through Iran on or after 1 March 2020,
- been in contact with any confirmed coronavirus case, or
- develop symptoms and are seeking medical attention.

Once this period has passed without symptoms, you are able to attend campus.

### How do I access important information about O Week and my studies if I can’t come on campus?

If you are unable to come to O Week or start classes on time due to travel restrictions or self-isolation, please keep up to date via your student email, the [O Week website](#) and download the O Week app.

We will ensure you receive all important information, can undertake studies via iLearn and successfully transition to the campus when you are able to do so.

As O Week happens, we will also ensure key sessions are recorded and made available online.
The MQ2020 Student Essentials Diary contains valuable information for all students. We can provide this to you in digital or hard copy – please request via the O Week website.

REMEMBER, wherever possible, students should attend O Week and classes from the start of Session 1 as an important part of your successful studies at Macquarie University. You can be assured that we have taken appropriate measures to minimise risk of infection on our campus.

| I live with someone who recently returned from China, can I come to campus? | Yes, if you are well. Please encourage your roommate to follow Australian Government guidance and self-isolate for 14 days (if they returned from mainland China on or after 1 February) and seek medical attention if they experience any symptoms. |
| As an affected student will I be able to apply for special consideration? | At Macquarie University special consideration usually applies for delays of up to two weeks. It is not recommended that students affected by coronavirus use this option, as it is unclear how long the travel restrictions will be in place. Once again, the University is working hard to minimise the impact on our students and will do all we can to help you get through this difficult period.

To discuss your individual situation, please contact:

**Undergraduate, Postgraduate and Higher Degree Research Students:**
Contact email: studentcare@mq.edu.au Phone: 1800 774 964 or + 61 2 9850 7000

**English Language Centre (ELC) Students**
For Commencing students who have not started their English Classes
Contact email: mi.gcadmissions@mq.edu.au
For continuing students who are returning to classes
Contact email: ELC.advisors@mq.edu.au Phone: + 61 2 9850 5055

**MUIC Students**
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
</table>
| Am I entitled to any financial compensation if I defer my studies as a result of Coronavirus? | The financial concerns expressed by our impacted students are real and genuine issues. Whilst there are some aspects beyond the control of the University, it has been decided that for impacted students:  
  - the due date for payment of tuition fees will be extended (with further advice to come), and  
  - the Student Services and Amenities Fee (SSAF) will be waived for Session 1, 2020.  
If you have concerns or issues related to your accommodation, please contact the University’s Accommodation Service as we are here to help. |
| Is Macquarie University offering financial support to impacted students? | The University has waived the Student Services and Amenities Fee (SSAF) for impacted students in Session 1, 2020.  
Due dates for payment of tuition fees have also been adjusted.  
Whilst it is recognised that some impacts of the coronavirus will be financial, the University is not currently offering direct financial support to students. |
| When do I have to pay my tuition fees?                                 | The due date for tuition fees will be in line with the revised census date for impacted students. The due date is 3 April 2020.  
Students are required to pay tuition fees by this date to avoid a late payment fee. If you are unable to make this payment by the due date, the usual processes are available to apply for an extension due to short-term financial hardship. |
| As an affected student, will it take longer to complete my studies at Macquarie University? | This will depend on your individual circumstances and study plan so please talk to us.  
The University has considered options such as late enrolment, online and flexible delivery prior to your return to campus (for some units), reduced study load, deferral for commencing students to start in a later session or a break from study for continuing students.  
For impacted students, it has been decided to:  
  - Extend the last date to enrol in and commence a unit by one week until 15 March |
• Extend the last date to arrive on campus **by three weeks until 30 March** – if online studies have been undertaken

• **Extend the census date until 3 April**

At this stage we ask you to do two things to help focus our response:

1. Enrol in units via eStudent
2. Complete this [survey](#) to tell us more about your circumstances:

The University is continuing to explore options to minimise any increase in study time for students as a result of the coronavirus outbreak. This will include reviewing the availability of specific units in Sessions 2 and 3, 2020 to allow students to get back on track.

<table>
<thead>
<tr>
<th>What is the last date to enrol?</th>
<th>Impacted students have until the end of Week 3 – or Sunday 15 March – to enrol in units for Session 1, 2020. Enrolment should be based on the units recommended by the Faculty based on your individual circumstances.</th>
</tr>
</thead>
</table>
| I have received advice about my recommended enrolment options for Session 1, 2020 but I would like to enrol in different units. Is that possible? | Students have been sent advice about recommended enrolment options for Session 1, 2020 based on the units available in flexible online study mode, their course requirements and their individual progress in the course.

Enrolling in units other than those recommended may not align with your course requirements and/or be available in flexible online study mode.

Students may only enrol in different units if they are able to arrive at campus by the end of Week 3 – 15 March 2020.

Students may take less than the recommended number of units. |
| I am unable to enrol in the recommended units. What should I do? | If for any reason you are having difficulty completing your enrolment in eStudent as recommended, please email [studentcare@mq.edu.au](mailto:studentcare@mq.edu.au). Include your name, MQ OneID and the units you wish to enrol in. Based on this written authority, we will process the enrolment on your behalf. |
| I am trying to select online classes but they are full. What should I do? | Faculties are closely monitoring the availability of online classes for impacted students. If you have any difficulty selecting the classes as advised, please email [studentcare@mq.edu.au](mailto:studentcare@mq.edu.au). Include your |
I am yet to receive advice about my recommended enrolment options for Session 1, 2020. What should I do?  

The majority of impacted students have now received recommended enrolment options via email. Please check your student email. There are a small number of students who are yet to receive this information as the Faculty is still finalising your options. Enrolment advice will be provided as soon as possible and arrangements will be made to ensure you are not further disadvantaged in this session.

If I am able to return to campus during Session 1, 2020, will I be able to attend classes?  

Yes, provided you have studied in the flexible online mode prior to your return to campus. If you are able to safely return to Australia and have met any requirements for self-isolation, then you will be able to attend classes at any time in Session 1, 2020.

I haven’t studied online this session. Can I still join classes whenever I return to campus?  

No. You must have engaged with flexible online studies to be able to return to campus after 15 March 2020.

What does flexible online study mean?  

This means that the unit content and assessment will be delivered in a way that still allows you to study, even though you aren’t able to get to campus. It is flexible as you will be allowed to return to classes at any point in Session 1, if you can safely return to Australia and meet any requirements for self-isolation. Unit Convenors are also identifying additional supports that you may assist you to engage with the learning material online and where necessary, the assessment may be tailored or delayed until your return to campus. These adjustments will not change the quality of your academic experience and are offered to assist you as much as possible in these difficult circumstances.

I am undertaking flexible online study. When are my assessments due?  

Unit Convenors are tailoring assessments for the flexible online study mode. Relevant details will be available in iLearn as the session progresses.

I am undertaking flexible online study. How do I get IT help?  

Our IT Service Desk is still here to help with all your IT questions. Go online at mq.service-now.com or phone +61 2 98504357.
| **I have now decided that I won’t study in Session 1, 2020. What do I need to do?** | **If you are a commencing student,** advise Macquarie International via email mi.gcadmissions@mq.edu.au and your deferment will be processed.

**If you are a continuing student,** log into eStudent and check your enrolment. Withdraw from all units in Session 1 2020. If you have not taken this action prior to census date on 3 April 2020 then we will update your enrolment to ensure you are not academically or financially penalised.

Plan for your enrolment in a later session. Please don’t worry if it’s not clear – your Faculty will be in touch in early April to provide enrolment recommendations.

Keep checking your student email as we will be providing information about additional opportunities, support and orientation information that you can access prior to arriving on-campus. These will be available to make sure you are able to settle into studies at Macquarie.

Keep up-to-date with relevant information via our [dedicated website](#). |
| **What do I do if I change my mind about studying in Session 1, 2020?** | **If at any stage during the session you decide then you need to let us know as soon as possible.**

Before 3 April, log into eStudent and check your enrolment. Withdraw from all units in Session 1 2020.

After 3 April, email studentcare@mq.edu.au Phone: 1800 774 964 or + 61 2 9850 7000 |
| **I’m not in China but am impacted and can’t get to Australia. What should I do?** | We understand that as the situation evolves, there is significant potential for students to be impacted around the world. If this is the case, please contact us directly:

**Undergraduate, Postgraduate and Higher Degree Research Students:**
Contact email: studentcare@mq.edu.au Phone: 1800 774 964 or + 61 2 9850 7000

**English Language Centre (ELC) Students**
Contact email: gc.admissions@mq.edu.au Phone: + 61 2 9850 5055

**MUIC Students**
Contact email: MUIC.advisors@mq.edu.au Phone: + 61 2 9850 5055 |
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m able to return to campus. What should I do?</td>
<td>If you can safely return to Australia and to Macquarie University, please let us know. It is essential that we know your travel arrangements and/or if you are required to undertake a period of self-isolation. Our staff can explain this and provide advice during the period. Undergraduate, Postgraduate and Higher Degree Research Students: Contact email: <a href="mailto:studentcare@mq.edu.au">studentcare@mq.edu.au</a> Phone: 1800 774 964 or + 61 2 9850 7000 English Language Centre (ELC) Students Contact email: <a href="mailto:gc.admissions@mq.edu.au">gc.admissions@mq.edu.au</a> Phone: + 61 2 9850 5055 MUIC Students Contact email: <a href="mailto:MUIC.advisors@mq.edu.au">MUIC.advisors@mq.edu.au</a> Phone: + 61 2 9850 5055</td>
</tr>
<tr>
<td>I have experienced, or know someone who has experienced, discrimination or inappropriate behaviours related to the coronavirus outbreak. What should I do?</td>
<td>At Macquarie University we strive to create a positive experience for all members of our community that is based on a safe, respectful, harmonious and tolerant environment. Whilst there is much uncertainty about the coronavirus outbreak, we must come together to support each other. We urge everyone to be kind, empathetic and caring as this is not a time for discrimination or racism. Please uphold the values of our community. If you have been negatively impacted, seek assistance from Student Wellbeing by phoning on +61 2 9850 7497 or email, <a href="mailto:wellbeing@mq.edu.au">wellbeing@mq.edu.au</a>. Outside business hours, please call 1800 227 367 (1800 CARE MQ). For immediate or emergency safety concerns, please contact MQ Security on +61 2 9850 9999 or Emergency Services (000).</td>
</tr>
<tr>
<td>I am feeling worried about my situation and/or my family and friends in China and other parts of the world. Who can I talk to?</td>
<td>We know that this is a very challenging time and are here to help all members of the Macquarie community. If you need to talk to someone about how you are feeling, please contact our Student Wellbeing team by phoning on +61 2 9850 7497 or email, <a href="mailto:wellbeing@mq.edu.au">wellbeing@mq.edu.au</a>. Outside business hours, please call 1800 227 367 (1800 CARE MQ). Phone and online appointments are available.</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| As an international student, I am worried about the cost of seeking medical advice? | NSW Health has advised that to support the NSW response to coronavirus, people will not be charged out of pocket expenses who are:  
• not eligible for Medicare, and  
• presenting to NSW Health facilities for coronavirus assessment.  
Most people that are not eligible for Medicare will have health or travel insurance. For those that do not have adequate insurance coverage, NSW Health will cover these costs.  
These arrangements have been put in place to ensure payment issues are not a barrier for people from overseas with respiratory symptoms seeking early medical advice. |
| As an affected student, I have questions related to my Overseas Student Health Cover? | Allianz Global Assistance have on-campus support at Macquarie University. They are located at Level 1, 8 Sir Christopher Ondaatje Avenue or can be contacted for online support. |
| I live in on-campus accommodation. Is it safe?                          | Yes.  
The University is working very closely with all its providers of student accommodation to ensure that they have the latest information as well as precautions and protocols in place should there be any concern about the health of a resident.  
If you have a specific question about student accommodation, please contact the University’s Accommodation Service or the accommodation provider directly. |
| I am an affected student and I need to change my arrival and/or accommodation arrangements. Who should I contact? | Please contact the University’s Accommodation Service if you need to change your arrival and/or accommodation arrangements as we are here to help.  
Contact email: housing@mq.edu.au Phone: + 61 2 9850 7965 |
<table>
<thead>
<tr>
<th>Scenario</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am a new student commencing in Session 1, 2020 (no visa granted yet)</td>
<td>No action required by you; the University will review your current CoE on census date for further action if required. However, should you choose to withdraw prior to the census date, you may choose to defer or withdraw from the course. If you have applied for a student visa with the CoE, the student visa would be granted based on current CoE if you meet the legislative requirements for a student visa. If you haven’t applied for your visa, you can use your existing CoE with the existing study period.</td>
</tr>
<tr>
<td>I am a new student commencing in Session 1, 2020 (no visa granted)</td>
<td>You will receive a new CoE with updated Course Start Date and Course End Date. (eg. Commences 07/2022 - Finishes 06/2023) You will need to provide the new CoE to the Department of Home Affairs and the student visa would be granted till the expected completion date of the course, if you meet the legislative requirements for a student visa. (eg, 09/2023)</td>
</tr>
<tr>
<td>I am a new student commencing in Session 1, 2020 (no visa granted)</td>
<td>Your CoE will be cancelled if you decide to withdraw. Please contact the Department of Home Affairs if your visa application is under processing.</td>
</tr>
<tr>
<td>I am a new student commencing in Session 1, 2020 (visa granted yet)</td>
<td>No action required by you; the University will review your current CoE on census date for further action if required. However, should you choose to withdraw prior to the census date, you may choose to defer or withdraw from the course. No impact on your student visa</td>
</tr>
<tr>
<td>I am a new student commencing in Session 1, 2020 (visa granted)</td>
<td>You will receive a new CoE with updated Course Start Date and Course End Date (eg. Commences 07/2022 - Finishes 06/2023) You will need to apply for a new visa before the current visa expires. (eg. Apply for a new visa before 15/03/2023 to complete the course that finishes in 06/2023)</td>
</tr>
<tr>
<td>I am a new student commencing in Session 1, 2020 (visa granted)</td>
<td>Your CoE will be cancelled if you decide to withdraw. Please contact the Department of Home Affairs when you receive the CoE cancellation notice from the University to cancel your student visa.</td>
</tr>
<tr>
<td><strong>I am a current student and wish to enrol online in session 1, 2020 and can complete the course by the end date mentioned in the CoE. How will this impact my CoE and Visa?</strong></td>
<td>No action required by you and there is no impact on your CoE. No impact on your student visa.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>I am a current student at Macquarie and wish to suspend my studies in session 1, 2020. How will this impact my CoE and Visa?</strong></td>
<td>If your study plan allows you to complete the course by the Course End Date as shown on your current CoE, no action is required from you and the University will inform the government departments about your suspension of studies, and there is no impact on your student visa. However, if suspension will result in extended study period to complete the course. Your current CoE will be cancelled, and a new CoE will be issued to you with updated Course Start Date (The date that you anticipate returning to the course) and Course End Date. If so, you will need to apply for a new visa before the current visa expires. (e.g. Apply for a new visa before 15/03/2023 to complete the course that finishes in 06/2023)</td>
</tr>
<tr>
<td><strong>I am a current student at Macquarie and wish to enrol online in session 1, 2020 but CANNOT complete the course by the end date mentioned in the CoE. How will this impact my CoE and Visa?</strong></td>
<td>No action is required from you now and your current CoE is still valid until the Course End Date. If you need additional time to complete the course, you will need to submit the “CoE International Student Application” via AskMQ before your current visa expires. You will need to apply for a new visa before the current visa expires.</td>
</tr>
</tbody>
</table>

**Information for staff**

<table>
<thead>
<tr>
<th><strong>I am a Staff Member and I have recently returned from China, what do I do?</strong></th>
<th>If you returned to Australia from mainland China, you should phone your Supervisor to notify them that you are required to self-isolate and will be absent from work. You should discuss with your Supervisor whether there is work you can reasonably undertake remotely while you are isolated. If you are unable to work remotely, you should apply for Personal Leave for the duration of your self-isolation.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What do I do if my child is unable to attend School or Day Care?</strong></td>
<td>Some staff members may need to care for children who are unable to attend School or Day Care based on the advice of the NSW Government. If your child is excluded for this reason, you may be eligible to take Carers Leave; your <a href="https://www.macquarie.edu.au/hr/client-team.html">HR Client Team representative will be able to provide you with further information.</a></td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>What should I do if a Staff Member is not complying with Health Department advice regarding self-isolation?</td>
<td>Please seek advice from your <a href="#">HR Client Team representative</a>.</td>
</tr>
</tbody>
</table>
| What precautions can I take to protect my health?                       | Australia’s Chief Medical Officer has advised that face masks are not recommended or necessary for the general public. Only people who have returned from mainland China and are unwell should wear a face mask.  
You should cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow and avoid close contact with anyone with cold or flu-like symptoms. Information from NSW Health can also be found [here](#). |
| What do I do if I observe flu/cold symptoms from a student/colleague?   | Staff are advised to be mindful that similar symptoms to coronavirus also present in common cold and flu. All staff and students have been advised of the University’s procedures for managing the Coronavirus which are consistent with the NSW Government guidelines. Staff and Students are entitled to attend campus as long as they have followed this advice. |
| What do I do if I have Students who are concerned about being in a class with other Students who have had a greater chance of exposure to the Coronavirus? | All students have been advised of the University’s procedures for managing the Coronavirus which are consistent with the NSW Government guidelines. Students are able and entitled to attend class as long as they have followed this advice. |

### More information and resources

| Where can I get more information about the coronavirus outbreak? | Key websites and resources include:  
World Health Organisation - [https://www.who.int/westernpacific/emergencies/novel-coronavirus](https://www.who.int/westernpacific/emergencies/novel-coronavirus)  
Macquarie University updates - [https://www.mq.edu.au/about/coronavirus-faqs](https://www.mq.edu.au/about/coronavirus-faqs) |