



COVID-19 - International Education Agent and Provider Update

Last updated: 24 March 2020

- Information on Australia's response to COVID-19 and the global impact on the sector.
- For the latest update please visit: <https://www.studyinaustralia.gov.au/English/resource-hub>
- Please forward feedback and addition links to: studyinaustralia@austrade.gov.au

LATEST NEWS	COVID-19 GLOBAL HEALTH UPDATE	BUSINESS SUPPORT & INFORMATION	STUDENT SUPPORT & INFORMATION	EDUCATION DELIVERY
TRAVEL	WELLBEING	SECTOR RESPONSES	STUDENT KEY MESSAGES	KEY CONTACTS

Austrade is committed to ensuring all international students, education providers, agents and the broader sector are informed and supported during the novel coronavirus (COVID-19) pandemic. Working with other government agencies and state and territory partners, we are an aggregator of information.

ISSUE / LINK	UPDATE / RESOURCE
LATEST NEWS	
See links below for details	<ul style="list-style-type: none"> • Federal government stimulus packages for business • New, increased work rights for international students • New travel conditions • New social distancing measures • Joint statement from AQSA and TEQSA on flexibility and students who are able to take online courses can do so from any location • Interstate travel bans now in place for non-essential travel
www.australia.gov.au	Latest COVID-19 news, updates and advice from Australian Government agencies.
COVID-19 GLOBAL HEALTH UPDATE	
Your Health	Advice on keeping yourself and the community safe.
Current Statistics	Daily updates, answering your questions about the latest news, current facts and figures, travel advice, key contact and phone numbers.
Global Statistics	Daily status updates on the progression of COVID-19 globally from the World Health Organisation.
Infection control training	Thirty-minute online training session for workers covering the fundamentals of infection prevention and control for COVID-19.
Social Distancing & Self Quarantine	Advice on social distancing and self-quarantine. What do they mean, and how might they apply to you, your family and your community?
BUSINESS SUPPORT & INFORMATION	
Federal Government Economic Response	For information about the Australian Government's Economic Response to the Coronavirus, visit The Treasury website . KPMG has also produced a helpful reference list of all state and national support programs.
State Government Support	Australian Capital Territory / New South Wales / Northern Territory / Queensland / South Australia / Tasmania / Victoria / Western Australia
Safe Work Practices	Ensuring the health and safety of workers and others at the workplace during COVID-19.
Employer Obligations	To find out about your obligations as an employer, please see the guidance provided by



	the Fair Work Ombudsman .
Apprentices and Trainee Support	The Australian Government is supporting small businesses to retain their apprentices and trainees through a wage subsidy.
EDUCATION DELIVERY	
Education Department Regulations	Regulatory information for universities VET, ELICOS and higher education providers.
Compliance Arrangements	National regulators, including ASQA and TEQSA, will be flexible in order to support students to study online either in Australia or offshore.
Tuition Protection	The Tuition Protection Service (TPS) is mindful that international students and education providers are impacted by the restrictions on travel and other social distancing measures.
PRISMS and Travel	If you have students who are affected by the Coronavirus restrictions, you may need to defer these students within PRISMS.
Virtual and Online Delivery Support	Austrade with Department of Education Skills and Employment has prepared a guide to online delivery , with a focus on China.
State by State Education Sector Advice	<ul style="list-style-type: none"> • Australian Capital Territory • New South Wales • Northern Territory • Queensland • South Australia • Tasmania • Victoria • Western Australia
STUDENT SUPPORT & INFORMATION	
COVID-19 Information – translations	A list of resources about COVID-19 in Arabic, Vietnamese, Simplified and Traditional Chinese, Farsi, Italian and Korean. The resources include fact sheets, guidelines and other publications.
International Student FAQ's	Department of Education - Frequently Asked Questions - Advice for International Students.
International Student Work Rights	<p>The Australian Government has announced special working arrangements for international students who are currently employed by major supermarkets or working in Australia's aged care sector.</p> <ul style="list-style-type: none"> • A temporary relaxation of enforcement of the 40-hour limit work condition for student visa holders working in major supermarkets was implemented on 7 March. • With significant closures of businesses many international students will be impacted, we are aware of the pressures this places on students to keep up with rent and other financial commitments. We will continue to work with the sector, states and territories and student groups to consider support.
Student Hotline	The Australian Government has provided a dedicated email and hotline for international students if you have questions - international.students@dese.gov.au or call 1300 981 621 (8am to 8pm AEDST Monday to Friday - calls within Australia only).
Council of International Students Australia (CISA)	The Council of International Students Australia represents international students studying at the undergraduate, postgraduate, private college, TAFE, English language intensive courses for overseas students (ELICOS) and foundation courses.
Australian Federation of International Students (AFIS)	The Australian Federation of International Students (AFIS) helps students make the most of their experience living and studying in Australia.
Student Health Care and OSHC	<ul style="list-style-type: none"> • If an international student is showing symptoms of COVID-19, they should phone the 24/7 health direct number 1800 022 222 and speak with a nurse regarding their symptoms. • For most OSHC providers, visits to a GP are covered at 100 per cent of the government-recommended fee (known as the 'MBS'). Seek advice from your OSHC provider.
TRAVEL	
Travel Restrictions	For information on travel restrictions please visit the Department of Home

	Affairs website.
Travel Controls	For information on border control measures and customs please visit the Australian Border Force website.
Travel to Australia	<ul style="list-style-type: none"> The Australian Government announced on March 19 2020 a travel ban for all non-residents and non-citizens of Australia effective as of 9pm AEDT March 20 2020. All travellers to Australia are required to self-isolate for 14 days.
International travel for Australians	<ul style="list-style-type: none"> The Australian Government announced on March 18 2020 it has raised the advice for all overseas travel to the highest level – Level 4. Regardless of destination, age or health, all Australians are advised to not travel overseas. The Australian Government has also advised that all Australians overseas should, if they choose to, return home as soon as possible. All Australians should reconsider the need for unnecessary travel.
Consular Support	For travel matters / consular issues for your staff and students. The hotline within Australia is 1300 555 135.
WELLBEING	
Mental Health Service and Support	Department of Education Support reference for international students affected by coronavirus.
Guide to coping with COVID-19	The Australian Psychological Society guide for adults and children in cope with COVID-19 stress or anxiety.
SECTOR RESPONSE	
Education Provider Updates	A list of COVID-19 information pages for Australian universities, TAFEs and schools.
School Sector	Link to AEAS Frequently Asked Questions.
VET Sector	Independent Tertiary Education Council of Australia – Provider Information.
Education Agents	Support and advice from the International Student Education Agents Association.
COUNTRY BY COUNTRY	
Market updates	Each week Austrade will provide a market update where possible with summaries from post around the globe. The first edition is here.
Marketing and future engagement	Austrade posts are still operational, even if staff may be working from home, reach out to your usual contacts if you have any questions or want to discuss market needs.
KEY CONTACTS	
Study Australia – shared resource for students	<ul style="list-style-type: none"> www.studyinaustralia.gov.au Study in Australia Facebook / Instagram / Weibo / WeChat
State-based International Student Study hubs	<ul style="list-style-type: none"> Study Canberra ACT - studycbr.com.au Study Adelaide SA - studyadelaide.com Study NT NT - studynt.nt.gov.au Study Perth WA - studyperth.com.au Study Queensland QLD - studyqueensland.qld.gov.au Study Sydney NSW - study.sydney Study Tasmania TAS - studytasmania.tas.gov.au Study Melbourne VIC - studymelbourne.vic.gov.au
Federal Department of Education, Skills and Employment	https://www.dese.gov.au/news/coronavirus-covid-19
Federal Department of Home Affairs	https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus <ul style="list-style-type: none"> Information in Arabic (عربي) (449KB PDF) Chinese - Simplified (简体中文) (226KB PDF) Farsi (فارسی) (333KB PDF) Greek (Ελληνικά) (239KB PDF) Italian (Italiana) (214KB PDF) Korean (한국어) (310KB PDF) Spanish (Española) (102KB PDF) Vietnamese (Tiếng Việt) (238KB PDF)

Key Messages of Support for Australia's International Students

As at 24 March 2020

- The international education sector and students around the globe are responding to unprecedented challenges in light of the COVID-19 pandemic.
- Australia is well placed and prepared to manage during this time, and we are taking collective actions to support public health and our community. The safety of all students and the public is the Government's number one priority.
- Circumstances around the world are changing constantly, the best way to stay informed is to follow advice from your institution and the official links via [Study in Australia](#) that aggregate advice.
- We know you have many questions. We are working through this together. The [international student FAQs](#) are a good place to start to see if your question is answered. If not, please reach out.

Your education

- By 24 March 2020 many students in Australia will have moved to online teaching modes, with full support from their institutions. Australia has a long history in successful distance and online education with some of the world's leading practices developed right here.
- TEQSA and ASQA have also announced this week they continue their flexible approach to regulation and that if you are enrolled online, you can be either here in Australia or return home.
- Australian education providers are taking all the necessary precautions and are being flexible to student circumstances, offering options for deferring enrolments, among other measures.
- Australian providers have been highly responsive to the challenges and are working closely with government in implementing required changes.
- If students have questions about enrolment, fees, start dates, attendance or any other issues related to your studies, please contact your education provider in the first instance.
- You can also find updated information from each institution, as well as support services available to international students in the [Study in Australia website](#).

Your visa

- We understand many students will need to delay their study start dates and take up their Australian education provider's flexible study options but have questions about their already granted visa.
- The Australian Government is actively looking at a range of options and measures to ensure that students will not be disadvantaged by COVID-19.
- Further information on arrangements will be made available as soon as possible. We appreciate your patience during these challenging times.
- To stay up to date with travel and visa matters visit the [Department of Home Affairs website](#).

Your work rights and managing through these challenging times

- As Australia implements stricter social distancing and preventative protocols, the government has advised that all non-essential business must cease. This means that for many students access to part time work has been cut or reduced. This is an issue for all workers in Australia.
- However, we acknowledge the unique challenges faced by Australia's temporary workforce, including international students, who may have no safety net at this time.
- The government has made special exemptions for those already working for an [approved employer](#) to extend work hours beyond the usual 40 hours per fortnight.
- You are not alone, and the Australian community is here to support you. Viruses don't discriminate and neither do we.
- In these unprecedented times, it is important we all do our part to support our communities and demonstrate that we are all #InThisTogether.

Your Health

- If an international student is showing symptoms of COVID-19, they should phone the 24/7 health direct number 1800 022 222 and speak with a nurse regarding their symptoms.
- For most OSHC providers, visits to a GP are covered at 100 per cent of the government-recommended fee (known as the 'MBS'). Seek advice from your OSHC provider.