

Current Student FAQs

How is La Trobe College Australia (LTCA) responding to the Covid-19 pandemic?

The coronavirus outbreak is continually evolving. La Trobe College Australia (LTCA) is following the advice of health experts and La Trobe University. The health of staff and students is our priority. We acknowledge the anxiety caused by the COVID-19 situation. We will continue to work hard to support all staff and students of LTCA and communicate with them regularly as the COVID-19 outbreak unfolds.

As per government advice, LTCA moved all course instruction and lesson materials online from 24 March.

Where can I find all the updates you have been sending me about Covid-19?

Please check the email updates that have been sent you. You can also read our [dedicated Coronavirus page](#).

Where can I find information about my health and wellbeing?

You can read the latest information about COVID-19 on [the College Moodle](#). For further health updates, please consult [the Australian Health Department Health alerts](#) which are updated daily. If you have flu like symptoms, you can use the [HealthDirect online symptom checker](#) or call the 24 hour Coronavirus information line on 1800 020 080.

Where can I find information about travel restrictions?

Currently, only Australian citizens, residents and immediate family members can travel to Australia. All travellers returning to Australia are required by the Federal Government to serve a quarantine period of 14 days.

Find out more about travel restrictions on [the Department of Home Affairs website](#).

I am in self-isolation. How do I access online teaching?

You can login into [the College Moodle](#) to find get the links to your classes. Please note all classes are being held remotely by Zoom. You can access you class via laptop, tablet, desktop or mobile but you have to [download the Zoom app](#).

I returned from Australia to my home country. Can I continue to study online?

Yes, you can. Please login into Moodle, retrieve the links to your classes, consult your learning materials and ensure you have the Zoom app downloaded so you are all prepared.

Where can I go for help?

The LTCA Student Support and Academic Teams are still available to help with any questions or concerns you may have. Please find a list of contacts below:

- Academic Coordinator contact, under “Academic Services”- <https://www.latrobecollegeaustralia.edu.au/our-staff>
- **Accommodation Services:** 03 9749 1449/ 0488 064 207 or send an email to Navaid.Shaikh@latrobemelbourne.edu.au

- **Student Services:** Contact Dom Harden on 03 9479 3225 or email dom.harden@latrobemelbourne.edu.au
- **Reception:** 03 9479 2417 or email: info@latrobemelbourne.edu.au
- **College Director/Principal:** 03 9479 1414

If you would like an appointment with the College Counsellor, please [use the online booking service](#).

If I would like to apply for a leave of absence, what is the process? Will it affect my student visa, as an international student?

Students who apply for a leave of absence from their course after enrolment and within the first four weeks of course commencement will have their fees transferred to the next trimester or term. If the student subsequently withdraws, the Refund Policy applies from the date La Trobe College Australia received advice in writing regarding the leave of absence.

If the student applies for a leave of absence from the fifth week of the trimester or term their place will be held, but all tuition fees applicable to that trimester or term will be forfeited. The Leave of Absence policy can be accessed on the [Policies and Procedures page](#).

If you have any questions about Leave of Absence, please contact [Melissa Forbes](#) or [Jenny Zhang](#) from the Student Support team.

I cannot access my Student Portal/Moodle from home, who should I contact?

Please contact [Melissa Forbes](#) or [Jenny Zhang](#). You can also ask your teacher if you are having any issues accessing learning materials once you have logged into Moodle.

Will final exams go ahead, and will I have to take my exams online?

Exams are still scheduled to take place for Trimester 1 between **9-13 June**. We will notify you closer to those dates about the format of your exams. For other key dates, please consult the relevant [Academic Calendar](#).

How long will LTCA be teaching online? When can I return to campus?

LTCA will be teaching online until Australian Government health advice allows us all to return to campus. We will notify you when this happens.

Is it true that treatment for COVID-19 is free of charge for international students in Australia?

All Allianz Overseas Student Health Cover (OSHC) customers will be covered for COVID-19 related claims, irrespective of the terms of your policy. If you have Overseas Student Health Cover with a provider other than Allianz, please check with them directly.

Is the Student Learning Advisor and PAL mentors available to speak with students online?

Yes, the LTCA Student Learning Advisor, [Jason Cormick-Dockery](#) and the PAL mentors are now taking sessions and appointments online. Visit [the online booking page](#) to book help with your assignments and for study tips.

What happens if I no longer want to study online?

If you choose to withdraw from your online studies, please contact your academic coordinator (<https://www.latrobecollegeaustralia.edu.au/our-staff>). Please refer to our refund policy on your letter of offer. Standard refund policy may apply.

What happens if I fail my online unit/s?

If students fail to pass the online unit, will they be allowed to repeat FREE OF CHARGE in the July semester? Original students who were affected by the travel ban (Chinese students) will be allowed to repeat without additional charges. All other students would be required to pay for repeating the subject. No academic penalties for currently enrolled students in Semester 1 only.

How are the hands-on aspects of the course be done? e.g. Engineering or Health Sciences students

For courses which have subjects with practical elements such as Health Sciences, assignments will be reconfigured. Your teachers will inform you over Zoom how assessments will change with online study or you can email your Academic Coordinator.

Is there any support for international students who have lost their part-time jobs and/or struggling financially as my parents have also lost their jobs in my home country?

If you require further support such as accommodation, health, employment and legal, Study Melbourne can assist you in accessing services in the community, and provide free and confidential information, support and practical help.

Please contact Study Melbourne by phone on 1800 056 449 or email info@studymelbourne.vic.gov.au. Alternatively, you can complete their online form.

International students can now also access any accrued superannuation from part-time work to help support themselves. For more information on how you can access your super, visit the [Australian Tax Office Covid page](#).

I've been personally affected by Covid-19 and need special consideration. What should I do?

You may be eligible for special consideration if circumstances beyond your control prevent you from undertaking or completing an assessment task at the scheduled time. Please read our [Special Consideration Procedure](#) or contact [Melissa Forbes](#) or [Jenny Zhang](#) from our Student Services team.

Future student FAQs

Is LTCA still operating?

Yes, LTCA and La Trobe University continue to operate, however all our teaching and support services have temporarily moved online for the foreseeable future. We will keep our students, staff and community updated with new information as it comes to hand.

Are you still accepting new applications?

Yes. The LTCA admissions team is still working hard as usual to process applications. Visit latrobecollegeaustralia.edu.au/apply.

Domestic students should use the first link to apply direct for the June and October intakes. Authorised agents can apply on behalf of future international students as per normal using the third link on the page.

What's changed at LTCA?

LTCA has moved 100% online. Teaching is continuing as per the original timetable via Zoom. Classes continue for the normal duration.

If LTCA is still teaching online and the travel ban is extended to Trimester 2 (June), what are the learning options?

You will be invited to study with us online, either from your home country or from Australia.

Do I need a student visa to study online from my home country?

No, you do not need a student visa while you are studying in your home country. However, you should apply for your visa before starting your online study. If your visa is refused, the standard refund policy applies. Please refer to our refund policy at <https://www.latrobecollegeaustralia.edu.au/policies-and-procedures> for more information.

Where and how can we receive more information about the university and courses that I am interested in studying during the lockdown?

We have plenty of information on our website on how to contact us and we are still online 9am-5pm Monday to Friday. If you are an international student, you can also [contact one of our authorised international representatives](#) in your country.

How do I transition to face-to-face teaching?

Once LTCA commences teaching face-to-face again, we will provide you with information and support regarding the process.

Will La Trobe College Australia organise online orientation sessions for new students if classes are still taught online in Trimester 2?

Yes, you will be invited to Orientation via email, where you will be able to attend and participate in online information sessions and social events.

What happens if I don't like online classes after a few weeks. Can I withdraw without financial or academic penalty?

Domestic students can withdraw without financial or academic penalty before the Census Date. For International students, the standard refund policy applies.

Where can I find your refund policy?

Please refer to our refund policy at <https://www.latrobecollegeaustralia.edu.au/policies-and-procedures> for more information.

How do I enrol?

Once you have accepted your offer to study with us, we will send you instructions about how to enrol online in your course.

I've booked on-campus student accommodation via the College. If I defer my offer, can I defer my accommodation too?

Please contact Navaid Shaikh for any questions about Accommodation Services on 03 9749 1449/ 0488 064 207 or email Navaid.Shaikh@latrobemelbourne.edu.au

How can I confirm that my online enrolment has been successfully completed ?

Check the Student Portal under “Timetable” to see if you have successfully enrolled or email [Melissa Forbes](#) or [Jenny Zhang](#) from the Student Services team.

Parent FAQs

How will LTCA look after my son/daughter if they're studying online?

The College has a dedicated team actively monitoring the advice from the recognised international, national and local authorities and any developments at La Trobe University. Through this team we are developing resources to support students transitioning to online learning; increasing online student support, including academic study support, course advice, health and wellbeing support.

I am worried about my son/daughter going out to buy groceries. Will LTCA help in the delivery of essential supplies to students?

We are assisting students who have been forced to self-isolate and do not have access to groceries. If you are concerned about your son/daughter cannot access food or essential items, please contact [Melissa Forbes](#) or [Jenny Zhang](#) from the Student Services team.

I'm concerned that my son/daughter won't like studying online. Can s/he withdraw if s/he doesn't like it?

Yes, domestic students can withdraw before the census date with no financial or academic penalty. For International students the standard refund policy applies.

Agent FAQs

Can a student get a full or partial refund for their online studies if they don't get a visa?

The standard refund policy applies. Please refer to <https://www.latrobecollegeaustralia.edu.au/policies-and-procedures> for more information.

If student withdraws from the program halfway through their course – can they get full or partial refund?

The standard refund policy applies. Please refer to <https://www.latrobecollegeaustralia.edu.au/policies-and-procedures> for more information.

When we apply what mode should we select? on campus or online learning?

Students and agents can apply via the application portal at: <https://www.latrobecollegeaustralia.edu.au/apply>

There is no box for online or on campus mode. Simply select the course and intake

Students who have completed their IELTS exams in March have received their results via email with a reference number which we can forward to LTCA. May this be accepted for the unconditional offer – given we cannot get the IELTS certificates now?

Yes, provided the IELTS reference number is supplied, our Admissions can verify the IELTS score online.

If we send students qualifications without agent stamps, would that be acceptable?

Yes, provided the agent verifies the document in an e-mail to our Admissions:

admissions@latrobemelbourne.edu.au

With the current situation, students cannot translate the academic or other specific documents. Will it be possible to submit the documents as it is?

Yes, given the situation, we can accept unofficial translation by the agent. The agent is not required to translate the entire document - only the key information: subjects, grades, year, GPA etc

Can LTCA accept provisional A/L transcripts as the official transcript is unobtainable currently?

Yes, we can accept the provisional A/L transcript for the conditional offer letter. If the official transcript is not available by the start date, we will assess case by case based on the grades achieved.

Is LTCA screening for GTE for July Diploma online students – given a student visa is not required for enrolment?

Yes, all GTE requirements are applied as usual.

Are online studies for 4 subjects or a limited number? If yes – how many?

Students may be studying 4/4 or 3/3/2 depending upon the start date of their Bachelor degree. Students may also request less than 4 subjects if this is more comfortable for their online studies. However, it is important to keep in mind the start date of the Bachelor degree – some degrees only have a February intake.

Are online students required to pay the standard deposit of 4 subjects or only for those subjects enrolled?

Yes, all students are required to pay the standard deposit. If less than 4 subjects are undertaken, the balance will be automatically be credited to the following semester