

## Frequently Asked Questions

### General

#### **What is the Overseas Learning Centre?**

The Overseas Learning Centre is a service provided to University of Newcastle students in China who cannot travel outside of China due to border restrictions. The services provided complement the remote and online teaching conducted by the University.

#### **What services are provided?**

- Classrooms and study spaces shared with other University of Newcastle students
- General learning assistance provided by a qualified and experienced staff member
- Internet access
- Access to accommodation on campus (extra expense)
- Access to facilities on campus (extra expense where applicable)

### Registration and Enrolment

#### **Who can attend the OLC?**

If you have received an offer from the University of Newcastle and will commence your program in Trimester 3, or if you are a current student enrolled in a course, you are welcome to attend the OLC. Places at the OLC are limited and therefore will be offered on a “first come first served” basis.

PhD scholarship holders, Australian citizens and permanent residents, and students under 18 years of age are not eligible for this arrangement.

If you do not meet the enrolment eligibility but need to study at the OLC, please contact us via [international-enquiries@newcastle.edu.au](mailto:international-enquiries@newcastle.edu.au) or WECHAT QR code.



#### **Which courses can I study?**

The OLC provides a space for students to study online courses together with other students. All teaching is done online by the University teachers and the teaching is the same for students at home or at the OLC or at any other location. Students are responsible for checking if the courses they are enrolled in can be studied online at the OLC by contacting their course coordinator or Program Advisor [programadvice@newcastle.edu.au](mailto:programadvice@newcastle.edu.au)

#### **Are the courses the same as those in Australia or Singapore?**

Yes, they are as the same as those courses taught online in Australia or Singapore. All courses will be taught by University of Newcastle staff by remote or online methods.

**Are the exams and assessment the same as those in Australia or Singapore?**

Yes. If your course has an exam then it will be conducted online or by remote means. If you require special assistance, then please contact your course coordinator or Program Advisor [programadvice@newcastle.edu.au](mailto:programadvice@newcastle.edu.au)

**Will University of Newcastle lecturers or staff members be present at the OLC?**

Due to border restrictions, University of Newcastle staff cannot travel to China. Therefore, there will not be any UON staff at the OLC. The University has contracted AEMG Academy to provide local support staff at the OLC including a campus manager and learning facilitators.

**Is it compulsory to study at the OLC?**

No. Students can choose to continue studying online at home; however, students will benefit from extra learning support and peer networking by attending the OLC.

**Is a student visa required to study at the OLC?**

If you are a Chinese citizen, there is no Chinese or Australian student visa required. If you are a non-Chinese citizen, your circumstances may vary. Please contact [international-enquiries@newcastle.edu.au](mailto:international-enquiries@newcastle.edu.au) or WECHAT QR code.



**Can students terminate their study at the OLCs at any time if the border opens and students wish to stay at the Australia or Singapore campus?**

Yes, they can. However, any accommodation fees that have been paid are not refundable.

**Can students enrol part-time?**

No, students must enrol in a full-time study load unless there are compelling circumstances.

**Will the OLC students receive the same graduation parchment and/or transcripts as other students in Australia or Singapore?**

Yes, students will receive the standard University of Newcastle transcript and parchment.

**Can a student apply to study at an OLC if s/he deferred the offer?**

Yes, please forward the deferral letter to [international-enquiries@newcastle.edu.au](mailto:international-enquiries@newcastle.edu.au) or WECHAT QR code for assessment.



### **Learning Resources and Activities**

#### **What should I do if I need any academic support at the OLC?**

Please schedule a tutorial session with the learning facilitator at the OLC. If the learning facilitator cannot provide answers to your questions of your study, please contact your Program Advisor [programadvice@newcastle.edu.au](mailto:programadvice@newcastle.edu.au).

#### **Should I bring my own computer to the OLC?**

Yes, you will need to bring your own device to the OLC. Public WiFi and VPN for learning purpose will be provided when you study at the OLC.

#### **Can I use the library in NEUQ?**

Yes. In addition to library, you can get access to public study areas in NEUQ.

#### **Are there any social activities for the OLC students?**

Yes. Regular social activities will be arranged for the OLC students to enable you to connect with your peers.

### **Fees, Scholarships, and Refunds**

#### **Should I pay any extra fee for the OLC in addition to my tuition fee?**

No, you do not need to pay any extra fees to study at the OLC. However, you are responsible for your own living expenses, accommodation, travel costs, medical expenses, and insurance.

#### **Are there any scholarships that are available for the OLC students?**

Students are welcome to apply for any scholarships offered by the University, but they will need to check their eligibility for each scholarship scheme.

#### **Can I get my tuition fee refunded if I leave the OLC?**

If you choose to leave the OLC and continue your studies online at home, then your tuition fee won't be refunded. However, if you withdraw from your program or do not enrol, your tuition fees will be subject to the refund policy of the University of Newcastle.

### **Accommodation**

#### **What are the accommodation options for OLC students?**

Twin-bedded rooms with simple bedding at a rate of CNY40/person/day are available for the OLC students. The accommodation fee is paid to NEUQ every three months.

**Can I live outside of the NEUQ campus?**

No. All students who attend the OLC are required to live on-campus at the host university and follow the accommodation and covid-19 rules and regulations of the host university. You must notify the host university if you plan to travel outside the local area.

**Can I get my accommodation fee refunded if I decide to suspend my study at the OLC?**

This is subject to the refund policy of the host university.

**If I cannot find an answer in the above FAQ, how can I make an enquiry?**

Please send your enquiry to [international-enquiries@newcastle.edu.au](mailto:international-enquiries@newcastle.edu.au) or WECHAT QR code.

