

Admissions Counsellor Training Webinar Q&A summary

This document has been created from the Q&A session held in our webinar. They have been answered by the presenters – Mariam Kartikatresni, Kathryn DeCarlo, Ray Litster, Stefani Sugiarto and Lilies Agustine.

Question	Answer
<p>For students who wish to study remotely from Indonesia, do they need to pay for their OSHC when they accept their offer letter? Or can they do it later when the Australian borders are open, and the student can then apply for their visa?</p>	<p>We recommend that they request OSHC when applying for their UTS Insearch program(s) and pay for it when accepting their offer as the OSHC available through UTS Insearch is comprehensive (much better cover than the cover they get if they apply themselves or through agents).</p> <p>It also means that there will be no visa difficulties (if the student only arranges OSHC when they are ready to apply for a visa) as the OSHC duration paid for will match the visa length shown on the CoE(s). Any period of OSHC not required, as the student has not yet arrived in Australia, can easily be refunded once they arrive in Sydney.</p> <p>If the student prefers to arrange their own OSHC immediately before lodging their visa application, they may do so but UTS Insearch is unable to arrange this for them. It is always best to pay as they usually would, and we can adjust and refund the fees as and when they are permitted to travel and arrive in Sydney.</p> <p>With regards to U18 students, homestays and the CAAW Form, if they choose not to pay at the time of accepting, we can issue the CoE but we will not be able to issue the CAAW. When the student is ready to apply for their visa, they need to contact us and pay so we can liaise with them, amend the CoE and issue the CAAW and confirm arrangements are in place prior to their visa submissions and arrival in Sydney. Students are required to confirm their arrangements prior to submitting their visa so they don't run into issues with their visa being processed.</p>
<p>Which Year 12 subjects are considered for the High Achiever Scholarship?</p>	<p>Assessment is based on Academic subjects.</p>

Question	Answer
<p>In relation to your June intake of diploma students, if the travel restrictions are lifted, for example in October, when the second half of their program commences – do students in Indonesia have the option to continue their diploma via remote learning at home until they are due to commence their degree course at UTS, in February 2021? Some parents might be concerned about their children’s safety.</p>	<p>We have not yet received any clear decision regarding this from TEQSA or the Department of Home Affairs. The expectation for students wishing to enroll in programs offered by UTS Insearch in Sydney is that, although they might start the program outside Australia through remote learning, once travel restrictions have been lifted and they are allowed to lodge a visa application they would do so and once the visa is granted they would travel to Australia to complete their program.</p>
<p>If a student commences a program via remote learning and received a visa rejection after the census date, is the student still eligible for full refund?</p>	<p>If the student is in the first semester they can continue, if they want a transcript there would be no refund, if they don't want the transcript a refund would be available, and they would not continue their studies.</p>
<p>What are the eligibility requirements for the English Development Fund?</p>	<p>For students who pursue a diploma program at UTS Insearch:</p> <ul style="list-style-type: none"> - Students that don't have the high-stake English requirement due to COVID situation such as IELTS Test of IBT TOEFL score. - Students that have an IELTS with overall score of 6.0 but their writing below 6.0, or students with overall IELTS 5.5.
<p>Do under 18 students have to arrange CAAW for online study?</p>	<p>No, they will only need to have a CAAW when they apply for a visa. UTS Insearch recommends that Under 18 Accommodation and Welfare arrangements are arranged through UTS Insearch and requested at program application stage and that applicable fees are paid when accepting the offer. Fees not required because the student has not yet arrived in Australia will be credited or refunded once the student has arrived in Australia.</p>
<p>Is the UIG English program free?</p>	<p>If the Partner Manager approved a student to receive the English Development Fund, we will refund the fee, however student need to pay the program fee first to UIG English, once the student successfully completes the AE4 and makes the payment to UTS Insearch for first semester of their diploma, UIG English will reimburse the amount of the program fee.</p>

Question	Answer
<p>1. How is the online exam conducted and supervised? Is it like TOEFL home edition supervised by ProctorU?</p> <p>2. For student studying remotely, are fail grades recorded on their transcript?</p>	<ol style="list-style-type: none"> 1. All final academic exams are conducted online over the internet using the CANVAS learning platform. Students are required to activate Lockdown Browser (Purposefully to block all applications and commons except for CANVAS) + Responds (Proctoring function inside CANVAS) during their final examinations. All students are also required to join Zoom meet (mobile phone) with our examiner to complete the Pre-Exam Check (Identity check and room scan). In addition, students must remain inside this zoom meeting for the entirety of their exam. 2. No. Students undertaking UTS Foundation Studies or a diploma programs via Remote Learning for the first time will have no fails on their record and will be able to repeat the unit at no cost in the following semester. This also applies to English studies. This is possible only on one occasion. For the following semesters normal rules apply.
<p>If a student wishes to pursue a Bachelor of Communication but has not yet decided whether to do a combined degree with Creative Intelligence or Entrepreneurship, must they decide right away, or can they wait?</p>	<p>UTS Insearch Admissions can provide an offer letter for the combined degree only if the student wishes to complete the UTS Foundation Studies program. If the student wishes to undertake the Diploma of Communication course, they are only eligible to receive an offer for the Bachelor of Communication and not the Bachelor of Communication/Creative Intelligence combined degree. That would be something the student would apply for at a later stage through UTS.</p> <p>The GPA achieved when completing the UTS Foundation Studies program for entry to the Bachelor of Communication/Creative Intelligence and Innovation combined degree is higher than the GPA required for entry to the Bachelor of Communication single degree.</p>

Question	Answer
<p>What will happen if the Australian borders reopen, but Indonesian students are still not permitted to enter Australia? Can a student complete their study remotely from Indonesia?</p>	<p>We have not yet received any clear decision regarding this from TEQSA or the Department of Home Affairs. The expectation for students wishing to enroll in courses offered by UTS Insearch in Sydney is that, although they might start the course outside Australia through remote learning, once travel restrictions have been lifted and they are allowed to lodge a visa application they would do so and once the visa is granted they would travel to Australia to complete their course. If travel restrictions were still in place from Indonesia preventing students from travelling to Australia to complete their program, they would be able to continue their studies through remote learning. We will keep you advised if we receive any update on this.</p>
<p>If a student would like to pursue a Bachelor of Nursing at UTS through UTS Foundation Studies program and they meet the IELTS requirement for the Bachelor of Nursing course, are they eligible for a visa package offer?</p>	<p>Yes, they have guaranteed entry to first year of the UTS Bachelor of Nursing if they achieve the required GPA in the UTS Foundation Studies program but for a packaged visa to cover both UTS Foundation Studies program and Bachelor of Nursing they must have IELTS 7.0 overall and no band score less than 7.0 BEFORE they start the UTS Foundation Studies program.</p>
<p>In relation to the previous question around the IELTS requirement for the Bachelor of Nursing course at UTS, does the student need to provide evidence of their IELTS score to UTS Insearch or UTS?</p>	<p>They would need to provide their IELTS score when applying to UTS Insearch for the UTS Foundation Studies program.</p>
<p>Do students have the option to study remotely for a semester once the travel ban has been lifted? Should students arrange their visa once the travel ban is lifted?</p>	<p>Yes, they can complete their first semester outside Australia through remote learning.</p> <p>Once travel restrictions have been lifted and they can lodge a visa application they would do so and once the visa is granted, they would travel to Australia to complete their program. They could plan to arrive in Sydney at the start of the following semester.</p>
<p>Is there any bursary for new students wishing to pursue a diploma at UTS Insearch and then progressing to UTS?</p>	<p>Yes, there are some scholarships available for UTS Insearch students such as the:</p> <ul style="list-style-type: none"> - Leadership Advantage Scholarship \$7,000, - Dean's Merit and Outstanding Graduate Prize \$5,000 - UTS Pathways Scholarship to UTS 50% off fees, and - High Achiever Scholarship 25% off fees.

Question	Answer
<p>If a student missed the mark on the required IELTS score by 0.5 points, I know they can join Academic English Level 4, but are they still eligible to receive a scholarship too or just the English Development Fund?</p>	<p>The student is still eligible for the scholarship provided by UTS Insearch as mentioned above if they meet the terms and conditions. For more information about the our scholarships please check our website or contact your Partner Manager for further details.</p>
<p>Is the English Development Fund only available for UTS Insearch remote learning or regular face-to-face classes also?</p>	<p>The program is provided only for 2020 intake both for remote learning or regular face-to-face program.</p>