

What is COVID-19 novel coronavirus?

Coronaviruses are a large family of viruses known to cause respiratory infections. These can range from the common cold to more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus causes coronavirus disease and is named COVID-19.

What are the symptoms of COVID-19?

The symptoms of COVID-19 are similar to other colds and flus and include:

- fever
- sore throat
- cough
- tiredness
- difficulty breathing.

While coronavirus is of concern, it is important to remember that most people displaying these symptoms are likely suffering from a cold or other respiratory illness – not coronavirus. But still, if you have any of the above symptoms you should go and see your doctor/General Practitioner (GP) immediately.

What do I do if I develop any of these symptoms?

If you believe you have been exposed to, or have COVID-19, you should go and see your doctor / GP immediately or call the National Coronavirus Helpline (1800 020 080) for advice.

What precautions to take in this situation?

Practising good hand hygiene and keeping your distance from others when is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser regularly.
- avoid contact with others (stay more than 1.5 metres from people)
- you must stay at home and leave only if most necessary
- exercise personal responsibility for social distancing measures.

Who needs to isolate?

If you have been diagnosed with COVID-19 or have been in close contact with a person diagnosed with COVID-19, you need to isolate as directed by your state or territory health department.

If you have arrived in Australia before Saturday 28 March 2020, you must self-isolate at home for 14 days from the day of your arrival.

Also, from 11:59 pm on Saturday 28 March 2020, all travellers arriving in Australia via air or seaports will be required to undergo 14 days isolation in the city of their arrival.

What does isolate in your home mean?

If you have been diagnosed with COVID-19, you must stay at home to prevent it from spreading to other people. You might also be asked to stay at home if you may have been exposed to the virus.

Staying at home means you:

- do not go to public places such as work, school, shopping centres, childcare or university
- ask someone to get food and other necessities for you and leave them at your front door
- do not let visitors in — only people who usually live with you should be in your home.

You do not need to wear a mask in your home. If you need to go out to seek medical attention, wear a surgical mask (if you have one) to protect others. You should stay in touch by phone and on-line with your family and friends.

Who can I contact for more information regarding COVID-19?

For the latest advice, information and resources, go to www.health.gov.au.

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

During the COVID-19 pandemic is AIIT still operating?

Yes, during this current situation AIIT is still operating and the training is also continuing as normal. The main difference is that the training is not on-campus face-to-face, but classes are running through virtual training delivery.

Is AIIT campus open for visit?

Yes, AIIT campus is open and limited staff are available. There are staff at Ground Floor 313 -315 Flinders Lane, Melbourne VIC 3000. Please make sure while visiting you do take all safety measures and precautions, and always follow the social distancing measures.

What is virtual training?

Virtual training refers to training delivered in a virtual or simulated environment, or when the learner and trainer are in separate locations. Virtual training can be conducted via various applications and software which are compatible to use video and audio links. AIIT uses the Zoom video conferencing application to conduct its virtual training and has been successfully using them for its delivery and assessment.

What will happen to the students who are supposed to be doing Workplace-Based Training (WBT) (work placement)?

All students who are supposed to be completing work placement will be moving on to the theory component of their course(s) and their work placement will be postponed. Students who are in the final phase of their course will be starting the next level of their qualification and will initially be completing the theory component of that course. In certain circumstances, students may have visa concerns, for any visa-related queries you are advised to contact your migration agent or contact the Department of Home Affairs directly.

In consideration of the current circumstances, host workplaces may have either closed and/or are not accepting students for work placement. We are working together with host employers to ensure the earliest opportunity for students to continue their WBT, in accordance with government and regulatory advice.



Will this situation affect the time/progress of course delivery?

AIIT is continuing to deliver courses and programs through virtual training delivery, therefore we endeavour to deliver courses as per scheduled, to ensure it will not affect any progress of your qualification.

We do appreciate the uncertainty in the environment therefore there may be certain unavoidable circumstances which may impact the scheduled delivery. We will endeavour to advise you if your course delivery is affected.

If I am commencing with AIIT in next intake, do I still commence my course?

Yes, AIIT is continuing to deliver courses and programs through virtual training delivery, therefore you may still commence your course as scheduled.

AIIT will send you an email with details about your Orientation and participating in classes before your scheduled start date. Keep an eye on our emails, and check your junk-emails just in case, for details from AIIT.

Who can I contact at AIIT for any further assistance or queries?

The contact details are as follows:

AIIT Student Services Department at admin@aiit.vic.edu.au or call (03) 96497691

We at AIIT, would like to thank you again for your cooperation and understanding at this time. We wish all our students, agents and wider community and their families good health, safety and wellbeing.

***Disclaimer:** The above information and guidelines are in accordance with government and health agencies, and the details pertaining to COVID-19 and the health advice have been sourced from various government sources such as {www.health.gov.au}. The information and advice provided in this FAQ is provided for general advice purposes. The information provided may not be sufficient for you, for information and direction specific to you, please contact AIIT for the most up to date and accurate advice.*