

## COVID-19 FAQs updated on 24/03/2020

**Ashton College will** continue to email all students and staff with updates about the COVID-19 situation and provide support where appropriate. If you have not received communications from Ashton College in the past week, please make sure you send an email to [admin@ashtoncollege.edu.au](mailto:admin@ashtoncollege.edu.au) to have your details updated and provide your current email and mobile phone number.

### Please review our FAQs

#### Is Ashton College still open?

Ashton College is close for the Easter break. We are not running any face to face classes in the Easter break. As indicated by the Premier Daniel Andrews, the Victorian School Holidays will begin today, Tuesday the 24th of March.

**Ashton College Admin, Marketing and Support staff are still working.** Students can still contact our staff via phone at 9349 2344 or either by sending email to [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au)

#### Are catchup classes offered in the term break?

In order to maintain a work environment that is without risk to health and safety for staff in carrying out their work, we have made a decision that:

- No catch-up classes will be done in term break
- No students are allowed to come to our campuses in term break
- Students can contact our support staff via phone at 9349 2344 or either by sending email to [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au)

#### When is the next Orientation and Intake date?

The next student orientation will be on or after the 20th of April. If you have any enquiries regarding your orientation please contact [marketing@ashtoncolleg.edu.au](mailto:marketing@ashtoncolleg.edu.au)

#### Can I get a fee extension?

Ashton College is already providing support to students so that tuition payments can be made in monthly instalments rather than paying for the whole term in advance. Ashton College will arrange further payment extensions for those students that have been directly impacted by the Covid-19 virus. If you are not able to make payments, please contact [finance@ashtoncollege.edu.au](mailto:finance@ashtoncollege.edu.au)

#### I am currently quarantined due to the COVID-19 pandemic and I am concerned that I am unable to pay my fees on time. Will I be charged late payment fees?

Students impacted by the virus outbreak will not be charged late fees, if college has been notified in writing before the student's payment date. Please email [finance@ashtoncollege.edu.au](mailto:finance@ashtoncollege.edu.au)

### **If I enrol, pay fees and cannot commence my studies, am I eligible for a refund?**

If you were in not in Australia on 1 February and coronavirus-related travel restrictions have prevented you from travelling to Australia by 31 March to start your course, then we will give you credit towards a future study period or you can apply for an exceptional circumstances refund on the basis if tuition fees paid in advance.

### **I am concerned about my student visa. What happens if I can't attend classes or need to extend my completion date due to Covid-19 situation?**

Ashton College will work with students to find the best outcome so that they can complete their course as per their electronic Confirmation of Enrolment (eCOE) completion date. If an extension is required with your study, please contact us at [admin@ashtoncollege.edu.au](mailto:admin@ashtoncollege.edu.au)

### **What Travel Restrictions apply in Australia?**

- **All people** entering Australia must self-isolate for 14 days.
- If you are well and not symptomatic, you may self-isolate in a hotel.
- If travellers do not comply with their 14-day self-isolation requirements, they may face a range of penalties that exist in each State or Territory.

Restrictions in place until: **Further notice.**

Please visit '[Smartraveller travel advice](#)' for further information.

### **What is Social Distancing?**

Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people. Social distancing outside the workplace is aimed at nonessential activities and includes:

- Avoiding crowds and mass gatherings
- Keeping a distance of 1.5 metres between you and other people, avoid touching and hand shaking
- Regularly disinfecting high touch surfaces, such as desks, devices and doorknobs
- Having lunch at your desk and limit food handling / sharing
- Holding meetings via video conferencing, if essential holding meetings outside in the open air
- Deferring or cancelling large gatherings or events

Further information can be found [Australian Government - Department of Health website](#).

### **What do I do if I develop symptoms of the Coronavirus?**

If you suspect that you may have COVID-19 do not come to campus for classes.

If you think you have developed a fever and symptoms such as cough or difficulty breathing, call your doctor and healthcare provider for medical advice. If you have serious symptoms such as difficulty breathing, **Call 000** for urgent medical help.

#### **Coronavirus Health Information Line**

Call this line if you are seeking information on coronavirus (COVID-19). The line operates 24 hours a day, seven days a week. **1800 020 080**

#### **Do we have your most up to date contact details?**

If you have not received communications from Ashton College in the past week, please make sure you send an email to [admin@ashtoncollege.edu.au](mailto:admin@ashtoncollege.edu.au) to have your details updated and provide your current email and mobile phone number.

#### **Important links**

- [Smartraveller travel advice](#)
- [Australian Government Department of Home Affairs - Novel coronavirus and Australian visas](#)
- [Department of Health update](#)
- [Update from the World Health Organisation](#)
- [Advice from the Victorian Department of Health and Human Services](#)
- [Coronavirus \(COVID-19\) information for universities, students and staff, Department of Health](#)

#### **Information on Student Visas**

The [Australian Department of Home Affairs page](#) has fact sheets with the latest information on the impacts of coronavirus (COVID-19) on student visas. Click on '[Visa related information – Fact Sheets](#)' for links to information in English and Simplified Chinese.

#### **How do I get Support?**

Please contact Ashton College relevant department for your further enquiries:

- Student Support: [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au)
- Admin Support: [admin@ashtoncollege.edu.au](mailto:admin@ashtoncollege.edu.au)
- Finance Department: [finance@ashtoncollege.edu.au](mailto:finance@ashtoncollege.edu.au)
- Enrolment Enquiry: [marketing@ashtoncollege.edu.au](mailto:marketing@ashtoncollege.edu.au)
- Course Support: contact your trainer via email

Alternatively, you can call us at 03 9349 2344, 9349 2488.

Stay Safe

Ashton Team