

STUDENT FAQs

Are classes still proceeding at TAFE SA?

TAFE SA has extended our mid-semester break (previously 9 to 27 April 2020) to start 30 March 2020. We will resume delivery of courses on 27 April 2020.

How is TAFE SA responding to the COVID-19 situation?

We are closely monitoring the state, federal and international response. Our Workplace, Health and Safety team is continually checking the latest information to ensure we make informed decisions. We have formed a Resilience Management Team that meets daily (and more often as required) to assess the current COVID-19 situation to determine the actions we need to take as an organisation.

What precautions are being taken by TAFE SA to provide a safe environment for students?

The health and wellbeing of students and staff is our top priority, so we have taken the following precautions:

- **Limited gatherings** – we are limiting the size of gatherings at TAFE SA campuses to no greater than class size, cancelling non-essential events and encouraging virtual meetings over face-to-face meetings.
- **Increased cleaning** -- we have increased the frequency of cleaning at all TAFE SA campuses to ensure there is a safe environment for students and staff.
- **Increased signage** – There is increased signage at each campus to illustrate the appropriate hygiene actions that should be taken by students and staff.

The TAFE SA Resilience Management Team is considering all the options of how we will respond to the various situations that may emerge and may implement further initiatives.

All students are encouraged to follow the advice of government health authorities to help ensure your safety and prevent the spread of COVID-19. You will find more information on our [website](#).

I am unwell. Can I still come to class?

We ask students who are unwell to please not attend class.

All students and staff are encouraged to follow the [advice of government health authorities](#) to help ensure the safety of everyone and prevent the spread of COVID-19. If you have travelled anywhere overseas in the past 14 days and have COVID-19 symptoms, contact your GP (advise your GP of your travel history and symptoms) and isolate yourself.

If you have NOT travelled overseas recently, but are feeling unwell, visit your usual health care provider. Students should obtain a Medical Certificate where possible. Avoid contact with others if you are unwell.

Email or phone your lecturer to discuss study options during any absences. If additional information is needed or you would like to discuss options with a TAFE SA Counsellor, please contact the TAFE SA Customer Support Contact Team on 1800 882 661 or email info@tafesa.edu.au.

I am not attending a compulsory class as I am unwell and do not want to put my classmates at risk. Can my lecturer allow me some flexibility regarding attendance?

Yes, TAFE SA lecturers have been instructed to provide additional flexibility and assistance to students who are unable to attend class. Please email or phone your lecturer to work out your specific arrangements.

I am required to self-isolate. What do I do about my studies?

Students who are unable to attend classes because they are required to self-isolate or in quarantine should email or phone their lecturer to discuss study options. If additional information is needed or you would like to discuss options with a TAFE SA Counsellor, please contact the TAFE SA Customer Support Contact Team on 1800 882 661 or email info@tafesa.edu.au.

Can I get my fees refunded if I am unable to attend class due to coronavirus?

TAFE SA is developing its response regarding impact on enrolments. You can contact a counsellor at Student Services to discuss your current options. If you are an international student contact the International Unit.

I have an underlying medical condition and /or vulnerable family members and feel uncomfortable attending class because of the risk of COVID-19. What do I do?

We appreciate your concerns and wish to reassure you that TAFE SA Workplace Health and Safety is providing guidance to lecturers and support staff to help ensure the safety and wellbeing of students as well as staff.

We understand the special concerns of people with underlying medical conditions and encourage students to adhere to the latest advice issued by government health authorities.

If you feel uncomfortable travelling to or attending class, you can email or phone your lecturer to find out about your study options. If you need additional information or would like to discuss options with a TAFE SA counsellor, please contact the TAFE SA Customer Support Contact Team on 1800 882 661 to arrange a phone appointment or email info@tafesa.edu.au.

You will find more information about TAFE SA's COVID-19 response on our [website](#).

For further information about COVID-19, you can contact the Australian Government Coronavirus Health Information Line ON 1800 020 080 or visit the [SA Health Website](#).

The only way I can get to TAFE SA is via public transportation and I have an underlying medical condition/vulnerable family members.

We appreciate your concerns and wish to reassure you that TAFE SA Workplace Health and Safety is providing guidance to lecturers and support staff to help ensure the safety and wellbeing of students as well as staff.

We understand the special concerns of people with underlying medical conditions and encourage students to adhere to the latest advice issued by government health authorities.

If you feel uncomfortable travelling to or attending class, you can email or phone your lecturer to find out about your study options. If you need additional information or would like to discuss options

with a TAFE SA counsellor, please contact the TAFE SA Customer Support Contact Team on 1800 882 661 to arrange a phone appointment or email info@tafesa.edu.au.

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What happens if someone in my class becomes infected with COVID-19?

COVID-19 is a notifiable illness, meaning that medical practitioners and diagnostic laboratories are required to notify SA Health of cases. In the event of a student or staff member coming into close contact with a person confirmed to have *COVID-19*, they will be contacted by SA Health authorities and must isolate for 14 days from the date of last contact with the confirmed case.

How can I help prevent the spread of COVID-19?

Practising good hand hygiene and sneeze/cough hygiene is the best defence against most viruses. This includes:

- Regularly cleaning your hands. Use soap and thoroughly wash hands in warm water using a rubbing action (front, back and between the fingers) for 20 seconds and rinse off soap and residue. If soap and running water is not available use an alcohol-based hand sanitiser with a minimum of 60% alcohol.
- When coughing and sneezing, cover your mouth and nose with flexed elbow or use a clean tissue – remember to throw tissues away immediately in an appropriate waste container and wash your hands (as above).
- If you have a fever, cough and difficulty breathing, avoid close contact with others and seek medical attention early by phoning your GP and explaining your symptoms and travel history.

There are people coming to my class that have immediate family members who are unwell and waiting for a COVID-19 test result. I have a chronic illness that makes me susceptible to a severe reaction to COVID-19. What should I do?

We appreciate your concerns and wish to reassure you that TAFE SA Workplace Health and Safety is providing guidance to lecturers and support staff to help ensure the safety and wellbeing of students as well as staff.

We understand the special concerns of people with underlying medical conditions.

We encourage staff and students to adhere to the latest advice issued by government health authorities. At this point, government advice does not require self-isolation for people without symptoms living with people who are unwell but not confirmed as having COVID-19.

If you feel uncomfortable attending class, you can email or phone your lecturer to find out about your study options. If you need additional information or would like to discuss options with a TAFE SA counsellor, please contact the TAFE SA Customer Support Contact Team on 1800 882 661 to arrange a phone appointment or email info@tafesa.edu.au.

You will find more information about TAFE SA's COVID-19 response on our [website](#).

For further information about COVID-19, you can contact the Australian Government Coronavirus Health Information Line ON 1800 020 080 or visit the [SA Health Website](#).

Can I defer my studies and my tuition fees if I am uncomfortable continuing with my classes because of COVID-19 risks?

TAFE SA is undertaking a range of measures to reduce the likelihood of COVID-19 transmission at TAFE SA and at this time intends to continue to deliver classes.

If you have individual circumstances such as family concerns, particular vulnerabilities, health issues or carer responsibilities which impact on your continued attendance, then you may apply to defer or request a refund of your fees.

For classes which have already commenced, up to 50% refund may be available depending on your circumstances. Options to defer your enrolment to a future term and have your fees carried over may be negotiated with your Program Area or International Unit.

The circumstances regarding fees can vary depending on your fee arrangements, e.g., International students, Subsidised Training or VET Student Loans. You are advised to discuss your circumstances with a Student Counsellor or the International Unit if you are considering withdrawing or deferring your training. Contact the TAFE SA Customer Support Contact Centre on 1800 882 661 or email info@tafesa.edu.au to arrange support.

What is TAFE SA doing to clean its computers?

TAFE SA has increased the frequency of cleaning at all TAFE SA campuses to ensure there is a safe environment for students and staff. We have also increased signage at each campus to illustrate the appropriate hygiene actions that should be taken by students and staff. All students are encouraged to follow the advice of government health authorities to help ensure your safety and prevent the spread of COVID-19.

I've lost my casual job because of COVID-19 and am worried about keeping up my fees by instalment payments. What can I do?

If you are experiencing financial hardship as a result of COVID-19, please contact the TAFE SA Customer Support Contact Team on 1800 882 661 or email info@tafesa.edu.au for guidance on requesting a variation to your Fees By Installment (FBI) plan.

What should I do if I have been overseas recently or I've been in contact with someone who has COVID-19?

Students or staff who have recently returned to Australia from overseas or who have been in contact with someone who has a confirmed case of *COVID-19* should follow the advice from the [Department of Health](#).

I'm currently overseas. Can I travel to Australia to study?

The Australian Government has put in place travel restrictions for people travelling to Australia. Please refer to the [Department of Home Affairs website](#) for up-to-date details of current restrictions. Restrictions are regularly updated and may change from your point of departure to when you arrive in Australia. This is beyond TAFE SA's control.

Where do I get updates on Australia's travel restrictions?

Visit [Australian Department of Health Advice](#) and [SA Health Advice](#) for current advice pertaining to COVID-19. International students may also wish to review the [Department of Education, Skills and Employment website](#) - where you will find a link to the Department of Home Affairs listing specific travel restrictions.

What does self-isolation mean if I do not live alone?

The South Australian Centre for Disease Control (SACDC) advises that self-isolation does not affect any other person you live with unless they also meet the criteria above. The advice is that your family or housemates do not need to self-isolate.

The SACDC advises those in self-isolation should not attend public places and not allow visitors to their home or residence. They should wear a surgical mask when using common areas in the house and should practice good hygiene. If the isolated person needs to go out of their home they are advised to wear a surgical mask.

In relation to the 14 days self-isolation, will the impacted students be allowed to miss 14 days of class? Will there be online classes? Will their classes be postponed?

A period of isolation like this may be considered as consistent with a period of illness with respect to student attendance under ESOS Act 2000 requirements and TAFE SA Policy. TAFE SA lecturers have been instructed to provide additional flexibility and assistance to students who are unable to attend class. Please email your lecturer to work out your specific arrangements. Online options or deferral to a later class may be available for some courses.

Can I defer my studies and my tuition fees to return home to my family?

For classes which have already commenced, depending on your circumstances unspent fees for the current semester may be deferred to the next available intake. Options to defer your enrolment to a future term and have your fees carried over may be negotiated with your Program Area or International Office.

The circumstances regarding fees can vary depending on your fee arrangements, e.g., International students, Subsidised Training or VET Student Loans. You are advised to discuss your circumstances with a Student Counsellor or International Adviser if you are considering withdrawing or deferring your training. Contact the TAFE SA Customer Support Contact Centre on 1800 882 661 or email info@tafesa.edu.au to arrange support.

The circumstances regarding fees can vary depending on your fee arrangements, e.g., International students, Subsidised Training or VET Student Loans. You are advised to discuss your circumstances with a Student Counsellor or International Adviser if you are considering withdrawing or deferring your training. Contact the TAFE SA Customer Support Contact Centre on 1800 882 661 or email info@tafesa.edu.au to arrange support.

Will April 2020 intake be cancelled or deferred and what happens to tuition fees already paid?

The April 2020 intake of **offshore** international students has been delayed. If new **offshore** international students defer to July 2020 their fees may be carried across to the July 2020 semester also. Those who choose to cancel their enrolment and withdraw from TAFE SA will be refunded in accordance with the TAFE SA International Student Tuition Fee Refund Policy.