



Dear Australian Centre of English Student,

We hope that no student has been directly or indirectly affected by the Coronavirus and you are all in good health. However, if you have contracted the virus, you will need to email us to make us aware of this. You need to send an email to studentservice@ace.nsw.edu.au to inform us of this.

Australian Centre of English has decided to let all students go on a 4 week holiday to ensure that you can keep yourself safe. Effective from Monday 23 March 2020, you will be on holiday for 4 weeks and will return on Monday 20 April 2020, unless otherwise instructed. In this time you do not need to attend class and your attendance will therefore not be monitored.

If you are experiencing symptoms of a runny nose, sore throat, coughing, fever and/or difficult breathing please contact your doctor or a hospital to inform them that you have symptoms of Coronavirus (COVID-19) and they will inform you of what you should do next.

You can reduce your risk of infection if you:

- Clean hands frequently with alcohol-based hand rub and/or soap and water. Wash hands for a minimum of 20 seconds.
- Cover nose and mouth when coughing and sneezing with tissue or flexed elbow.
- Avoid close contact (keep a minimum of 1,5 metre distance) with anyone with cold or flu-like symptoms.

See below for some Frequently Asked Questions for your information.

Please stay safe and feel free to contact us if you require any further information.

FAQ

1. I have arrived in Australia/returned from overseas recently, what should I do?

If you have arrived in Australia from midnight 15 March 2020, you must:

- Inform student services team immediately Email: studentservice@ace.nsw.edu.au
- self-isolate for 14 days.

2. What is self-isolation?

Self-isolation is a precautionary measure to protect increasing of spreading. It is to avoid close contact with other people as much as possible. You must stay at home.

Staying at home means you:

- **DO NOT** go to any 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, without any contact with the person bringing it.
- **DO NOT** let visitors in — only people who usually live with you should be in your home.

Click here to read more about Home isolation guidance when unwell. ([attachment No 1](#))

3. **What is social distancing?**

Social distancing includes ways to stop or slow the spread of the virus. It means less contact between you and other people.

Click here to read more about Social distancing guidance ([attachment No 2](#))

4. **How long do I need to self-isolate for?**

14 days – this means that you need to stay at home and not leave at all for 14 days.

5. **Is the campus still open?**

Yes, our office at the campus is open from 9.00 am – 6.00 pm. Student services and trainers are still working on campus in order to support our students.

6. **What about my class?**

As we are on a school holiday for four weeks, so there is no face to face class until 17th April 2020. We will re-open on 20th April 2020

7. **How about my attendance?**

Your attendance during school holiday will not be recorded because there is no class to attend.

8. **Do I still have to pay my tuition fees?**

Yes, fees and instalment plan agreed in the offer letter is still the same.

9. **Can I defer/ suspension my course?**

- If you are still in overseas because of travel restriction, your course should be deferred/suspended and a new offer letter and CoE will be issue accordingly.
- In other cases, a deferment/suspension will be consider on the grounds of compassionate and compelling reasons.

10. What if I am oversea?

You must defer your course please contact student services – email studentservices@ace.nsw.edu.au

11. Can this affect my Coe and/or visa?

If your deferment has been approved, your original CoE will be cancelled and we will issue a new offer letter and new CoE according to a new start date. These will not affect your visa, but your visa might not cover the new duration of new CoE. You may need to contact your education agent or DHA.

12. When will a face to face class start again?

Face to face class will start next term on 20 April 2020, unless further notice.

13. What should I do if I am unwell/have flu-like symptoms?

You should self-isolate and call a doctor to see if you need to get tested for Coronavirus (COVID-19). Follow the instructions from the doctor.

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

14. Does a mask stop me from getting infected?

No a mask will not stop you from getting infected.

15. Should I wear a mask if I feel unwell?

If you are feeling unwell, you should self-isolate and contact your doctor to get tested. **DO NOT** come to school or go out in public places as you will spread the virus if you have been infected.

Kind Regards,

Australian College of English

