

In the current challenging and uncertain situation, you probably have lots of questions.

We are here to answer them!

IIBIT

Frequently Asked Questions for COVID-19

Dear Students,

IIBIT is carefully monitoring the coronavirus (COVID-19) outbreak and recognises that its impact may create uncertainty for all our stakeholders and future students.

We are aligned with the Government advices and are regularly checking trustworthy information from sources as:

- World Health Organisation <https://www.who.int/>
- Australian Government Department of Health <https://www.health.gov.au/>
- NSW Government, Health <https://www.health.nsw.gov.au/>
- Government of South Australia, SA Health <https://www.sahealth.sa.gov.au/>

IIBIT wishes to reassure all students that the dedicated Student Support and Welfare team, Academic Team and Admissions team will do their best to support students and minimise the impact this situation may have on the student admission and continuation of studies.

FREQUENTLY ASKED QUESTIONS

During the circumstances surrounding the Covid-19, IIBIT understands your concerns and many questions that may cross your minds. These may be in relation to your studies continuation or your application for admissions. You will find answers to most frequently asked question in the information provided below:

[IIBIT's Operational Procedures](#)

[IIBIT's Library services](#)

[Future students and current students](#)

[General Health Advice](#)

[Travel Advice](#)

[Updated Information](#)

IIBIT ACADEMIC OPERATIONAL PROCEDURES

1. Are IIBIT Classes running?

- In response to government advice about the importance of physical distancing, students need to stay at home as much as possible to help slow the spread of this pandemic. So IIBIT is waiving any physical attendance requirements that may have been relevant to your subjects until further notice.
- IIBIT has transitioned to an online delivery model from a face-to-face delivery model. Students will be able to access this delivery remotely. All units are delivered online to an equivalent level of earlier face-to-face delivery. IIBIT has approved permission from the VET Regulatory agency ASQA to deliver the courses in an online delivery model under the current COVID-19 circumstances.
- If you are a current student or are commencing your studies at IIBIT, please check your email for further details on your course and the details of how it will be delivered online and remotely.

2. What is Online Training?

- Online learning enables students to not have to be physically present at an IIBIT campus to attend their classes. IIBIT's online learning includes access to online learning materials through MOODLE and using cloud platforms like Zoom for video and audio training and teaching sessions.

3. How will the online learning be delivered?

- IIBIT will model online learning which will be delivered synchronously. Synchronous online learning is where learners and a trainer participate at the same time but at separate locations. This include video, web, or audio conferencing.

4. What are the changes to my Training and Assessment?

Training delivery

Students will be provided with a range of support and flexibility including attending training and teaching sessions through online learning remotely. Our flexible delivery practices during this time include changes to training delivery modes, re-sequencing delivery of unit of competencies, deferring practical assessment(s) and work placement(s).

Assessments

Existing rules around assessment extensions have been relaxed for students. The special considerations include:

- Amendments to assessment tasks that will comply with units of competency requirements and assess the same learning outcomes.
- Revised start dates and assessment arrangements.
- Assessments extensions can be approved upon consultation with Course coordinators.

- Students can consult directly with coordinators and enquire about the appropriate assessment flexibility options available.

5. What resources are available to help me study remotely?

There are several online learning tools and support services available to assist you. Learners can access all the learning materials and assessment tools from our Learning Management System (Moodle). Videoconferencing is going to be available through ZOOM and various other features like Moodle messaging, Skype, email, and phone call are also available. Online learning is also accessible to students with active CoEs and valid student visa who are currently overseas.

Our Academic Services Team strives to ensure that you have enough support while undertaking online learning. You will be in continuous communication with your Trainer and the Academic Support Team.

6. Who should I seek for assistance if my online learning tool is not working?

Our IT service desk will remain open and can assist you with all matters.

Phone: 02 9269 6925 | Fax: 02 9269 0097 | ServiceDesk@iibit.edu.au

Alternately, you can also send an email to VETAcademicAdmin-Sydney@iibit.edu.au with your issue and we will get back to you ASAP.

7. How I will find out what is happening with my course?

There are several ways you will find out.

- IIBIT will email or send a text to you before commencing your course. Your trainers will give you further specific information about the arrangements for your course.
- Please check your emails regularly. Alternatively, you can contact student services and enquire over the phone.
- IIBIT student service staff is available to provide personal assistance to students who are unsure about any issue. Assistance is available on StudentServices@iibit.edu.au

8. What help is available if I am feeling stressed and anxious?

IIBIT staff is committed to ensuring you are safe and healthy, and this includes your mental health. Please contact Studentwelfare@iibit.edu.au for access to any counselling services.

9. Will my progression be monitored while studying online?

Students who are doing online are expected to regularly log in and engage with their studies.

Teachers and Student Services staff will regularly contact you to check your study progress and welfare.

10. I am concerned about how online study may impact my academic performance.

IIBIT VET programs have transitioned to remote delivery so that you can continue studies uninterrupted.

IIBIT academic and student services staff will support you to succeed in online learning. If you are facing any academic difficulty you can contact your Academic Coordinator to discuss and access relevant support.

11. What shall I do about my online study in case if I get sick?

Your health is our priority and we will provide support. The support may include applying for special consideration for extension of submission dates, or request deferral or leave from studies.

For VET sector please contact on 9269 6945 and by email to Student Services StudentServices@iibit.edu.au / Student Welfare Studentwelfare@iibit.edu.au

12. Will online training affect my certificate?

IIBIT strives to provide a superior learning experience.

IIBIT vocational programs are nationally Recognised Training courses that are accredited by the Australian Skills Quality Authority (ASQA). The online program still maintains the quality and integrity of the training package requirements. Therefore, the certificate will have the same standing and credibility.

QUESTIONS (FAQs) RELEVANT TO THE IIBIT LIBRARY SERVICES

1) Is IIBIT Library still open?

Yes, IIBIT Library is open from **Monday** to **Friday** 9:00 am to 5.00 pm. As usual, it will be closed during public holidays.

Please check the following IIBIT webpage for details:

<https://www.iibit.edu.au/wp-content/uploads/Welcome-to-the-world-of-IIBIT-online-learning-updated.pdf>

Library rules including rules for borrowing can be found at:

<https://www.iibit.edu.au/iibit-library/>

2) What social distancing guidelines apply to students in the Library?

Students are required to keep 1.5 m between themselves and others (including Library staff) while they are in the Library. This means standing two arm lengths apart.

They are to avoid crowding around. Physical contact such as shaking hands is to be avoided. This also means that table tennis equipment will not be available for use in the Student Common Area.

Note: Students may request the use of a hand sanitizer at the Circulation Desk.

3) What happens when the Library book you borrowed is due to be returned?

Currently students are allowed to borrow up to 2 books at a time for a maximum period of 2 weeks. The due date for returning the books is stated in the due date slip inside the book. Under the current pandemic situation, if the book is not returned by the due date, the Library will renew it for 2 weeks on your behalf without having you to come to the Library. If the book is not returned on the renewed due date, a late fee of \$1.00 per day may be incurred to your account subject to changes in the regulation regarding the local COVID-19 situation.

FUTURE STUDENTS

1) Can I still submit an application to study?

Yes, we are still accepting applications for the academic year 2020/21.

IIBIT- VET programs' next intake are in [July and October 2020](#)

Therefore, please contact us through: admissions@iibit.edu.au or marketing@iibit.edu.au

or seek for assistance from your Education Agency.

2) Will I be able to commence study if I have a student visa and CoE, but I am still currently overseas?

Yes. Students who have already been issued a student visa and CoE can commence their studies online in their home country.

3) I haven't received an offer yet after uploaded all supporting documents, is this due to the coronavirus?

Due to the exceptional circumstances surrounding the coronavirus (COVID-19), please allow more working days for the Admission team to process the Letter of Offers and Confirmation of Enrolments (CoEs).

4) Do I need to have the Official English test result (e.g. IELTS, PTE etc.) before the enrolment? If yes, what if the test center in my city is closed due to the COVID-19?

It is not always necessary to provide the English result as it also depends on the VISA request. For more English entry requirement, please refer to <https://www.iibit.edu.au/faqs/>

5) I cannot provide my final transcript because my education provider has closed. What do I do?

If you are unable to provide us with the final transcript prior to the enrolment due to the coronavirus, you can send us a document confirming the education provider closure and provide the final transcript after the coronavirus situation is settled.

6) I am worried that I might not be able to start my studies at IIBIT due to the impact of coronavirus. What should I do?

We understand this may be a difficult time, and we'll work with you to ensure that any impact on your studies is minimized.

If this current situation is causing you some anxiety, please reach out to our Student Services StudentServies@iibit.edu.au and Student Welfare Studentwelfare@iibit.edu.au

They can provide you with free and confidential emotional support, via phone or video conferencing.

In case you don't want to share your emotional/psychological distress with an IIBIT staff member, feel free to contact the following mental health assistance organizations, free and confidential. International students in Australia can access support through:

Lifeline Australia (13 11 14)

Youth Beyond Blue (1300 224 636)

eheadspace (1800 650 890)

Kids Helpline (1800 55 1800) ☎ for those under 25 years of age.

Minister of Education also provides a dedicated email to assist international students with questions or concerns relating to their study and novel coronavirus

international.students@dese.gov.au and hotline – 1300 981 621 (8am to 8pm AEDST Monday to Friday) – has also been established.

Further information is available online at www.dese.gov.au

7) I enrolled but yet to start my study at IIBIT. Can I defer my enrolment to stay longer in my home country? How will it affect my student visa?

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). According to the National Code 2018, Standard 9, if a student is unable to start on the expected course commencement date for compassionate or compelling reasons which are generally beyond your control and affect your ability to study, and IIBIT may approve the student's request to study for a later starting day.

You are required to inform the Student Services team Studentservices@iibit.edu.au

for processing. When determining whether compassionate or compelling circumstances exist, IIBIT will consider supporting evidence provided. The decision on deferment applications are made by IIBIT.

Where your deferment request is approved, IIBIT will notify the Department of Education of your deferment by amending your original COE and create a new one for you via PRISMS. You may need to extend the visa to cover the extended study period due to course deferment. Please seek advice from the Department of Home Affairs on the potential impact of your student visa.

Please find more details of IIBIT deferment, suspension and cancellation policy through https://www.iibit.edu.au/wp-content/uploads/Standard_13.pdf

CURRENT STUDENTS

1) I have commenced my study at IIBIT. Can I suspend my enrolment and go back to my home country? How will it affect my student visa?

IIBIT may approve students' suspension request on compassionate or compelling grounds.

You should send your request to StudentServices@iibit.edu.au. You will need to provide all the supporting documents you may have to prove your circumstance as compassionate or compelling. When determining whether compassionate or compelling circumstances exist, IIBIT might ask you to provide additional documents should the evidence provided seems insufficient.

Where your deferment request is approved, IIBIT will report to the Department of Education of your suspension via PRISMS and may create new COE(s) for you depending on whether the deferment affects your CoE end date. You may need to extend your visa to cover the extended study period due to course deferment. Please seek advice from the Department of Home Affairs on the potential impact of your student visa.

Please find more details of IIBIT, **deferral and withdrawal policy** through https://www.iibit.edu.au/wp-content/uploads/Standard_13.pdf

If you would like to go back to your home country, please check **Smartraveller**'s advice on trips and border closures.

2) Will I get my certificate after completing my course, even doing online training?

Please be aware that any changes in the delivery mode we made still maintains the integrity of the specific training package requirements. Where you are deemed competent for units in a training product, you will receive a testamur or statements of attainment.

There is no specific requirement in the Australian Qualifications Framework (AQF) regarding printing testamurs and statements of attainment. In this current environment, it may be more suitable to issue testamurs electronically.

We may consider sending a printed copy of the testamur when we are able to do so.

3) Will the School offer any financial assistance to students who were affected by losing their job?

If you experience difficulty paying your fees please send an email to StudentServices@iibit.edu.au along with supporting documents on how this pandemic has impacted your ability to pay your fees.

GENERAL HEALTH ADVICE

1) What is the virus?

Coronaviruses are a type of virus that can affect humans and animals. Some coronaviruses cause illnesses similar to the common cold and others cause more severe diseases.

More information at: <https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx#1-1>

2) What are the symptoms?

The virus can cause a variety of symptoms and it can take up to 14 days for symptoms to show after a person has been infected. Symptoms can range from mild illness to pneumonia. Affected people may experience fever, flu-like symptoms (coughing, sore throat, headaches, fatigue) and difficulty in breathing.

3) What should I do to protect myself from infection with COVID-19?

You should take reasonable precautions in relation to your own health and interaction with others in line with current advice from the Department of Health. It is important you wash your hands frequently with soap and water, cover your cough and sneeze, dispose of tissues, use alcohol-based hand sanitiser, avoid contact with others and practice 1.5 m social distancing.

Furthermore, according to World Health Organisation, you only need to wear a face mask if you are caring for someone with a suspected or confirmed COVID-19 infection, or you are coughing or sneezing, or you suspect yourself might have COVID-19.

4) How can I be tested if I believe I have the coronavirus?

The Australian Department of Health has made available the [Symptom Checker online](#), which can help you decide what to do next if you are unsure if you have coronavirus. This tool is available online at any time.

Only leave home to get medical care and make sure you call ahead and let the facility that you are attending know that you could be a suspected case of coronavirus (COVID-19).

You can call the [National Coronavirus Helpline 1800 020 080](#) for information and advice about COVID-19. If you require translating or interpreting services, call **131 450**.

Additionally, there are dedicated test clinics in New South Wales and South Australia. There is also drive-through testing in both states but would need a referral from the GP. More so, other drive-through testing clinics in NSW would not require a referral from the GP.

5) What is social distancing?

Social distancing means less contact between you and other people. It is also aimed at non-essential activities such as avoiding crowds and mass gatherings, avoiding small gatherings in enclosed spaces such as family celebration, and attempting to keep 1.5 m between yourself and other people.

6) What does self-quarantine mean?

Self-quarantine is different to self-isolation. You are required to self-quarantine to prevent the spread of COVID-19 if:

- You have been in close contact with a confirmed case of COVID-19
- You have been in, or have transited through, a location that meets the home quarantine requirements as determined by the Australian Government. Read more:

https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-travellers-arriving-from-mainland-china-iran-republic-of-korea-and-italy_2.pdf

If you have been in close contact with a confirmed case of COVID-19, you must quarantine yourself for 14 days after the date of last contact with the confirmed case.

7) What does self-isolation mean?

If you are tested positive for COVID-19 and are well enough to be at home, you must remain in self-isolation. Self-isolation means you must stay at home for 14 days. You must self-isolate if you have COVID-19, or you have been in close contact with a confirmed case of COVID-19, or you arrived in Australia after midnight on 15 March 2020. This is different to self-quarantine as it requires a few more actions to help prevent the spread of the coronavirus.

You can read more about self-isolation guidelines on this link:

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/advice-for-suspected.aspx>

TRAVEL ADVICE

1) What should I do if I have recently travelled overseas?

The Prime Minister has announced that as of 12.00am 16 March all people returning from international travel must self-isolate for 14 days after the date of return to Australia.

2) What should I do if my travel plans have been impacted by the current travel restrictions?

If your travel plans to return to Australia have been impacted by any of the travel restrictions in place, please contact the IIBIT at StudentServices@iibit.edu.au. We have resources in place to support you if you are not able to attend classes due to the travel restrictions, or if you have other concerns.

3) What are the current Australian travel restrictions and how long will they be in place?

The Federal Government advises all Australians: do not travel overseas at this time. This is the highest advice level (level 4 of 4). If you are already overseas and wish to return to Australia, you can only do so if you are a permanent resident, citizen or immediate family member of a permanent resident or citizen of Australia.

From 9pm AEDT **20 March 2020**, only Australian citizens, residents and immediate family members can travel to Australia.

These measures are temporary and will be reviewed.

UPDATED INFORMATION

1) What are the prohibited activities/venues in Australia?

The Australian Government released list of facilities that were restricted from opening Midday local time **23 March 2020**: <https://www.pm.gov.au/media/update-coronavirus-measures-220320>

On **24 March 2020**, additional prohibited activities and venues were announced:
<https://www.pm.gov.au/media/update-coronavirus-measures-24-March-2020>

By **29 March 2020**, National Cabinet agreed to limit both indoor and outdoor gatherings to two persons only (but there were exceptions to this limit). Please see here:
<https://www.pm.gov.au/media/national-cabinet-statement>

You can get latest information on this link: <https://www.australia.gov.au/>

2) Has the Australian government released any measures to ease the situation of international students?

Yes, on 4th April 2020, the Minister of Home Affairs has released a measure to help international students studying in Australia for more than 12 months. If you are in financial hardship, you will be able to access your Australian superannuation.

Apply at the myGov website from 20th April

<https://my.gov.au/LoginServices/main/login?execution=e1s1>

If you are employed by a major supermarket or working in aged care, the Australian Government has announced special working arrangements to extend your working hours until May 1, 2020. Contact your employer for more information.

These measures are temporary and will be reviewed.

Please refer the full details through

<https://minister.homeaffairs.gov.au/davidcoleman/Pages/Coronavirus-and-Temporary-Visa-holders.aspx>