

COVID-19 Updates and FAQs

ChemCerts is monitoring coronavirus (COVID-19) developments and following official advice from the Australian Government in relation to the virus. All ChemCerts Trainers/Assessors, staff and students should be reminded to always practise good hand and sneeze/cough hygiene as it is the best defence against most viruses. This includes:

- Clean and disinfect shared high-touch surfaces and objects regularly such as tables, mobiles, keys and wallets
- Consider opening windows and adjusting air conditioning for more fresh air
- Covering your coughs and sneezes with your elbow or a tissue. Dispose of tissues properly
- If you are sick, with cold or flu symptoms, do not attend the course. You must stay at home and ensure you get tested for COVID-19
- Practice good hand and cough/sneeze hygiene and use alcohol-based hand sanitisers.
- Practise physical distancing
- Understand how to isolate if you need to. Information can be found on the Australian Government Department of Health website. Link is provided below.
- Stop handshaking and other physical greetings
- You are encouraged to wear a mask in places you cannot socially distance
- Washing your hands often with soap and water, including before and after eating and after going to the toilet
- Download the COVIDSafe app.

The measures above are especially important for people who have existing health conditions, such as those with diabetes, renal failure, chronic lung disease or who are immunocompromised.

Please see link for more information:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Updates

12/01/2021

Face Masks Mandatory for ChemCerts Students in the following states/cities:

Area	Link to relevant government site
Victoria	Face masks Coronavirus Victoria
Greater Brisbane (Impacted areas)	Face masks — coronavirus (COVID-19) Health and wellbeing Queensland Government (www.qld.gov.au)
New South Wales	General advice on wearing face masks NSW Government

For the rest of Queensland and other states face masks are highly recommended at our face to face courses, if you are unable to stay more than 1.5m distance from other people.

Traveling from other states to attend face to face courses

If you are enrolling to study a course with ChemCerts which requires you to transit through another state. Please be aware of the border restrictions. It is highly recommended for you to enrol into a course in your own state due to the ever changing border restrictions.

23/11/2020

SA Parafield Cluster Isolation and Peppers Isolation Direction

If you are required by the SA government to isolate as per directions related to the SA Parafield Cluster or Peppers Isolation Direction and are unable to attend the course you are enrolled in, please call the ChemCerts Head Office for another available course date. You must not attend a course if you are required by the SA Government to isolate. For more information on SA COVID restrictions please follow the link below:

<https://www.covid-19.sa.gov.au/>

2/10/2020

Victoria Face to face delivery re-commencing from October and November

ChemCerts will be re-commencing its face to face delivery in Victoria. Courses in regional Victoria re-commence in October, Melbourne metro courses re-commence in November. This will highly depend on the availability of function rooms in the

local areas. Students must always ensure to maintain a physical distance of 1.5 metres and the room will be divided up by 4 square metres.

Face Masks Mandatory for ChemCert students in VIC

For all students attending courses in VIC, must continue to wear face masks (masks will be provided by the Trainer/Assessor on the day). Temperature checks will also be mandatory on arrival. For the health and safety of others we ask that students work with us, we don't want to turn anyone away if these rules are not followed.

We will be reviewing classes on weekly basis and taking into account any further outbreaks or government restrictions.

04/08/2020

Victoria courses cancelled due to government restrictions

Due to recent government restrictions in Victoria we have cancelled courses until further notice. Victorian enrolled Students will be contacted regarding their enrolment. ChemCert will continue to monitor the developments of COVID19. We hope to be able to continue delivering our face to face courses in Victoria as soon as practical.

Face Masks Mandatory for ChemCert students in NSW

For all students attending courses in NSW, ChemCert will be making face masks mandatory (masks will be provided by the Trainer/Assessor on the day). Temperature checks will also be mandatory on arrival. For the health and safety of others we ask that students work with us, we don't want to turn anyone away if these rules are not followed.

We will be reviewing classes on weekly basis and taking into account any further outbreaks or government restrictions.

19/06/2020

Venues

When entering venues, you will likely be asked to provide your name and mobile number or email address. Records are only used for tracing COVID-19 infections. Venues are required to store the information confidentially and securely, for a minimum period according to each state.

25/05/2020

Face to face delivery re-commencing mid-June

Due to the lifting of current restrictions from 1 June 2020, ChemCert will be re-commencing its face to face delivery. This will highly depend on the availability of function rooms in the local areas. Students must always ensure to maintain a physical distance of 1.5 metres and the room will be divided up by 4 square metres.

COVID-19 App

We would like to encourage everyone to download the COVID-19 safe app prior to attending the course. The app helps find close contacts of COVID-19 cases and helps state and territory health officials to quickly contact people who may have been exposed to COVID-19. Please see link for more information: <https://www.covidsafe.gov.au/>

Frequently Asked Questions (FAQ)

Updated	Questions
20/07/2020	<p>Will I be notified if there is a potential COVID-19 case at ChemCert?</p> <p>We are taking our responsibilities to respond to COVID-19 really seriously, therefore if we are informed of anyone who experience cold or flu symptoms whether the individual or close contact has been exposed to a known case of COVID-19 or has recently returned from overseas. We are taking c measures to contact all participants.</p>
25/05/2020	<p>What if I feel unwell during the day?</p> <p>If you feel unwell during the day of the course, please let the Trainer/Assessor know and excuse yourself unless you require any medical assistance such as first aid or an ambulance.</p> <p>What if I refuse to follow the social distancing rules?</p> <p>The social distancing rules have been put in place for the health and safety of our students and Trainer/Assessors. If at anytime social distancing rules are not followed and the student disrupts the course in a manner which the Trainer/Assessor deems unsafe, this will be considered as non-academic misconduct and the student will be requested to leave the premises and not return and will be withdrawn from the course.</p>
20/03/2020	<p>What do I do if I developed symptoms including a fever and cough, have been in close contact with a person diagnosed with COVID-19 or recently returned from overseas?</p> <ul style="list-style-type: none">• If you develop the symptoms it is important for you to remain athome.• If you are sick and think you have symptoms of COVID-19, ensure you seek medicalattention.• If you have been in close contact with a person diagnosed with COVID-19 it has been advised by the Australian Government to self-isolate for 14 days.• If you have recently returned to Australia from overseas it has been advised by the Australian Government to self-isolate for 14 days and If travellers do not comply with their 14 day self-isolation requirements. Penalties may apply. For further information on travel restrictions please follow the link below: https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus#content-index-1 <p>If any of the above relates to you please do not attend the course for the safety of others and contact ChemCert’s enrolment centre on 1800 444 228 to let us know you will not be attending and to discuss your options. Please see FAQ 2 for enrolment options. For further information on self-isolating please follow the link below https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert</p> <p>What are my options if I am unable to attend a course due to developing the symptoms or have been in contact with a person diagnosed with COVID-19?</p> <p>If you are unable to attend a scheduled face to face course due to reasons concerning COVID-19, you have the following options to consider:</p> <ul style="list-style-type: none">• Postpone your face to face course and another date will be offered.• Transferring your enrolment to the Online Course (<i>To select this option Students will be required to meet the entry requirements for the Online Course</i>)• If you are considering a refund, please refer to our Refund and Cancellations policy. <p>Please contact ChemCet’s enrolment centre on 1800 444 228 to discuss your options.</p>
13/03/2020	<p>Where do I find out more information about coronavirus, symptoms and prevention?</p> <p>Please follow the link below for what you need to know about the Coronavirus: https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-what-you-need-to-know_1.pdf</p> <p>What is ChemCert doing in defence against the virus?</p> <p>The safety of our students and staff are important to us. ChemCert is taking health precautions and working with venues to ensure adequate equipment and/or facilities are available to support good hygiene practices, such as soap and water and/or hand sanitiser, paper towels and tissues.</p>

NOTE: Information contained in this notice does not constitute medical advice, individuals should seek further information from the public health links provided or contact the Public Health Information Line on 1800 004 599. If you have any questions or concerns, please contact ChemCert on 1800 444 228.