

COVID-19 Advice and FAQs

ChemCert is monitoring coronavirus (COVID-19) developments and following official advice from the Australian Government in relation to the virus. All ChemCert 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:

- covering your coughs and sneezes with your elbow or a tissue
- disposing of tissues properly
- washing your hands often with soap and water, including before and after eating and after going to the toilet
- using alcohol-based hand sanitisers
- cleaning and disinfecting surfaces
- if you are sick, avoiding contact with others and staying more than 1.5 metres away from people
- cleaning and sanitising frequently used objects such as mobiles, keys and wallets

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>

FAQ

1. 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?

- If you develop the symptoms it is important for you to remain at home.
- If you are sick and think you have symptoms of COVID-19, ensure you seek medical attention.
- 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>

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>

2. 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?

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:

- Postpone your face to face course and another date will be offered.
- Transferring your enrolment to the Online Course (*To select this option Students will be required to meet the entry requirements for the Online Course*)
- If you are considering a refund, please refer to our Refund and Cancellations policy.

Please contact ChemCet's enrolment centre on 1800 444 228 to discuss your options.

3. Where do I find out more information about coronavirus, symptoms and prevention?

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

4. What is ChemCert doing in defence against the virus?

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.

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.