



## **Frequently Asked Questions on COVID-19**

### **What is HIC doing about COVID – 19?**

HIC is concerned for the safety of our staff and students. HIC is following official instructions by Department of Health Australia, World Health Organisation (WHO), Department of Health and Human Services Victoria and Department of Foreign Affairs and Trade. All our services are running without any change so far. We have developed online classes for students.

### **I am a student of Harward International College. I am overseas at the moment, however, it would not be possible for me to return to Australia due to COVID-19.**

You will be required to send an email to Student Services [info@harward.vic.edu.au](mailto:info@harward.vic.edu.au) and inform the College about your situation. As the COVID-19 situation continues to evolve, we'd like to take this opportunity to reassure our students that we will continue to operate with all due positivity and diligence during this challenging time. However, in wake of the current situation regarding COVID-19 and, the Harward International College Management has decided to deliver the classes via online delivery beginning 20<sup>th</sup> April 2020 until further advice.

### **Is the campus still open?**

All our campuses are still open. Staffs are working as per the government social distancing and hygiene practises.

### **What will happen to student's study at HIC?**

We give prior importance to continue serving our students with minimal disruption to their studies along will considering safety and well being of people. With that thought, we have introduced online classes to students. All our staffs are trained to provide online classes. Students will be provided with guidelines and instructions on studying online by their trainers.

### **Do I still have to attend face-to-face classes/practicals?**

From Monday 30 March, all face-to-face classes/practicals will be suspended. When stipulated by the Australian Government and deemed safe, Face-to-face classes/practical classes will resume.

We have developed online modules via Google classroom to help you prepare for these. As the climate is uncertain, we cannot specify a resumption date of face-to-face classes/practicals.



### **What will happen to my fee payments as I am not undertaking face-to-face classes?**

The fees payment will be according to your payment plans, as we are providing all the necessary tools and platforms equivalent to face-to-face classes.

### **When classes will be delivered online?**

All courses will move to online teaching from Monday 20<sup>th</sup> April 2020.

### **What is meant by online class?**

By considering the current necessity of social distancing for the staff and students to be safe, online classes will facilitate in remote learning with minimal disruption to course schedules.

### **How will online classes work?**

With the migration of classes from on campus to online, students will be provided with facilities to attend their trainings, access their study resources and submit their assessment online. Students will be provided with detailed instructions on studying online by Harward Staff.

### **Is it possible to get services from college?**

Our support services will continue to be made available over email, and over the phone. It is possible for you to get in touch with your trainers over email or via Google Classroom.

### **What is Google Classroom?**

As part of migrating to online, Harward will be using Google Classroom as our online study platform. Students will be provided with detailed instructions on the same.

### **Is attendance mandatory for online classes?**

All the rules and regulations will remain the same for on-campus and online classes. Attendance will be taken by the trainer 3 times per lecture: at the beginning, at mid and at the end.

### **Will I have access to learning resources?**

Your trainer will be uploading the learning resources online as per the schedule of course. You will be provided with access by your trainer.



### **What happens to my Assessments?**

As we are moving online, for the units you study online, you will be provided with facilities and instructions to do and submit your assessments online. Your trainer will be providing you these instructions.

### **When will the on campus classes resume?**

The classes will be held online until further notice. We anticipate for this to continue until we get further update from Australian Government.

### **Can I travel overseas and continue my studies online?**

All the online study resources can be accessed from anywhere with an active internet connection and student account. But it is important for you to let us know about your travel plans so that we can advise you on the safety perspective as well as your student visa status.

Make sure to visit government's [Smart Traveller Website](#) before making any international travel plans.

### **What happens if I get any travel ban from the Government?**

If you get any travel ban, you should immediately let us know and we will do the needful according to the situation.

### **What is COVID-19?**

As per World Health Organisation (WHO), Coronavirus disease (COVID-19) is an infectious disease caused by a new virus. The disease causes respiratory illness (like the flu) with symptoms such as a cough, fever, and in more severe cases, difficulty breathing. You can protect yourself by washing your hands frequently, avoiding touching your face, and avoiding close contact (1 meter or 3 feet) with people who are unwell.

### **What are the symptoms of COVID-19?**

People with COVID-19 infection may experience any or all of cough, sore throat, fever, tiredness and difficulty breathing. Detailed information can be found on [WHO](#) and [Department of Health Australia](#) Websites.

### **How would I protect myself from COVID-19?**

You can protect yourself from COVID-19 by following [good hygiene practises](#) and [social distancing](#).



### **What should I do if I am having symptoms of COVID-19?**

Self-isolate yourself at home, and immediately get medical help by calling National Coronavirus Helpline on 1800 020 080. If the symptoms are severe call 000. If you require leave from HIC, you can either contact your trainer or contact HIC Admin team.

### **Where can I get more information and updates about COVID-19?**

You can refer to the following links for more updates by the Government of Australia and WHO.

- For the latest information see the [Department of Health - Novel Coronavirus](#)
- [Smartraveller travel advice](#)
- [Australian Government - Department of Health](#)
- [Study in Australia website](#)
- [Q&A on coronaviruses, World Health Organisation \(WHO\)](#)
- [Department of Home Affairs, visa related information](#)
- [Novel- Coronavirus Provider Information](#), Independent Tertiary Education Council of Australia

