



COVID-19 Frequently Asked Questions

Foundation Education (FE)

1. Are you still open?

FE will remain open. We have staff members working from home as well as Head Office and we will continue to operate under this structure until this pandemic is over.

Practical

2. I can't start my practical placement due to COVID-19 restrictions.

The practical component of your course can be postponed for now and until you are able to start it. As we are an online provider, you can continue with your theory units as per normal.

3. My practical placement has been cancelled or postponed due to government restrictions.

The practical component of your course will be on hold for now but, as we are an online provider, you can continue with your theory units as per normal. You will be able to continue with the practical placement as soon as government restrictions are lifted.

4. I only have my practical placement remaining in order to graduate in the course.

You will be able to graduate in the course as soon as the practical placement logbook is completed.

5. Do you know when I'm able to start the practical placement?

Unfortunately at this time we are following the Australian Government's advice and as such, we are unable to confirm an exact time. In the meantime we encourage you to take this time to continue doing the online theory and schedule regular coaching calls to progress ahead of your study plan.

First Aid Certificate

6. I can't find a training organisation delivering the First Aid certificate at the moment.

You will be required to complete the First Aid Certificate and submit it to us as soon as you possibly can. For now, you will be able to continue with the online theory as per normal.

Extensions

7. My course will expire before I can complete it due to COVID-19 impacting my studies.

Please either send an email to our student services, or contact them on 1300 130 157 to confirm how COVID-19 has impacted you so we can respond to your request accordingly.

Withdrawal

8. I want to withdraw due to COVID-19.

Please send an email to our student services team confirming why you would like to withdraw so we can respond to your request accordingly.