

10th November 2020

Dear InterCare Students,

**RE: VICTORIAN GOVERNMENT'S COVID-19 ANNOUNCEMENT - 8th November 2020**

As per the Victorian Government's update, provided on Sunday 8th November, all InterCare Training classes will continue to be held online via ZOOM during Stage 3 and until further notice. Details of this week's Government announcement are as follows:

**LEARN FROM HOME IF YOU CAN**

*Tertiary education is restricted to 'learn from home if you can' under the Third Step.*

*This means that delivery must occur remotely wherever possible. However, tertiary education providers are permitted to provide face-to-face teaching, assessment and/or work placement if it cannot be done remotely. On-site teaching, assessment and/or work placements are subject to relevant workplace restrictions.*

*The remaining steps for the tertiary education sector in metropolitan Melbourne and regional Victoria are:*

- *Last Step (from 11.59pm Sunday 22 November 2020): learn from home if you can (no change from Third Step)*
- *COVID Normal: resume on-site learning, with COVIDSafe Plans in place.*

**ONLINE ZOOM / CLOUDASSESS STUDENTS**

For our online Students who have commenced their course and attending our classes via ZOOM and using the CloudAssess online program, there continues to be no change to your training arrangements. Your class day/evening time will continue as per normal and all assessments will be completed using the Cloud Assess platform.

**STUDENT SUPPORT**

Student Support Sessions will continue to be accommodated via ZOOM and/or one-on-one at our Keysborough office via appointment only.

**ASSESSMENT WORKBOOKS**

If our Students working from hardcopy books require any further assessment workbooks, please contact us via email at [training@intercaretraining.com.au](mailto:training@intercaretraining.com.au) including a list of the workbooks you need and a postal address so these can be sent out to you.

## RETURN OF COMPLETED WORKBOOKS

Completed workbooks can be submitted via the following methods:

### **IN PERSON:**

Students are permitted to drop off their workbooks to us at the following locations and times:

- 1 Fairborne Way, Keysborough, Monday – Friday (9am – 5:00pm); or
- Unit 3, 19 Enterprise Avenue, Hampton Park, Tuesday –Friday (10am – 4:00pm).

Please contact us via the [training@intercaretraining.com.au](mailto:training@intercaretraining.com.au) email address prior to attending site so a time can be pre-arranged for the drop-off.

All Students attending and entering the site must strictly adhere to social distancing requirements including hand sanitising upon arrival, observing the 1.5m distancing, being temperature checked and wearing a mask at all times.

Where possible we will make arrangements so that Students do not need to enter the building.

### **BY POST:**

Please contact us at the below email address if you would like to request a pre-paid post satchel to be sent to you. Completed assessments can be returned to us upon completion in bulk.

If you wish to arrange your own delivery via post, please ensure your parcel is sent with tracking. This is to avoid untracked envelopes becoming lost in the post.

### **LOCAL PICK-UP:**

If you live within 5 kilometres of our Keysborough or Hampton Park sites, we may be able to arrange pick up by one of our Staff. If you would like to arrange collection of your completed workbooks, please email your request to the below email address and we will confirm our availability to service this request.

If you require further information regarding submitting your completed workbooks or require any other support, please don't hesitate to talk to your Trainer directly or contact us at [training@intercaretraining.com.au](mailto:training@intercaretraining.com.au).

**To ensure the progression of your course and to avoid a backlog upon reopening, please ensure that completed workbooks are being returned once complete.**

We will continue to monitor further updates from the Government as to when face-to-face training can recommence, however we are also mindful that any dates provided by the Victorian Government are subject to trigger points and further public health advice and in the interest of your safety and that of our Staff we will remain under the current arrangement until we are advised that it is safe to proceed with face to face training.

InterCare will ensure that any further updates are communicated to our Students as soon as they become available to us.

If you would like to speak with us at any time to get further assistance/support with your training, please email us at [training@intercaretraining.com.au](mailto:training@intercaretraining.com.au) and we will get back to you within 24-48 hours.

Kind Regards,

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InterCare Training.