



ENDEAVOUR

College of
Natural Health

The College has been working closely with the relevant government and health authorities and assessing daily the evolving COVID-19 situation. After careful deliberation and to support a proactive and preventative approach to support the health and wellbeing of all students at this time it has been determined that **all campuses and clinics will close effective Monday 23 March until 3 May 2020 (based on confirmation of directive to reopen).**

The College can confirm that there have been no cases of COVID-19 on any of the campus or clinic locations and this decision has been made to prioritise the continued health and wellbeing of all students.

During this time we are dedicated to supporting you in the continuation of your studies online and in an intensive format for practical and clinical classes across May and June. Please refer to the below FAQs during this time.

First Aid Certificate Upload

Will the first aid courses still run on campus?

All first aid courses will be suspended on campus from 23 March to 3 May. Based on the reopening of the campus the practical first aid courses will continue, and you will be informed of new dates and times. Please continue to complete the theory component of the first aid and the practical component can be completed at a later date. Based on the current circumstances, extension dates have been applied with all certificates to be uploaded upon completion and no later than 23 May. This will be reviewed on a case by case basis. In future semesters please plan to have your first aid certificate completed by the start of the semester to ensure your participation in all practical classes and clinics.

Working with Children Checks

Am I still able to continue in pre-clinical classes if I am waiting on WWCC / Police clearance documentation that has not been received by census date?

Based on the current circumstances the College recognises that department's processing and postage may be delayed across this time. To support your continuation in pre-clinical classes the College will allow you to upload this document before 8 May. Please stay in close contact with the student support teams and the office of student records to inform us of the status of your documentation, so we can put special considerations in place to support you at this time. In

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future semesters it is important to have all WWCC / Police clearance documentation in hand and verified before the first day of the semester to ensure your participation in all practical classes and clinics.

Clinics

If I have already done clinical hours, do they still count towards the subject for the semester?

Yes, absolutely they do. These clinical hours will be counted towards the total hours towards the total clinical hours for completion. We thank you for your diligence and attending clinic at this challenging time and we look forward to helping you complete your clinical classes once the College reopens. The planned date of reopening is 4 May and this is subject to an assessment at the time of the current COVID-19 situation.

What do the practical and clinical intensive sessions hours/dates/times look like?

The College currently has a project team working on the practical and clinic timetable sessions for the planned reopening of the College in May. We are focused on making this work for you and are aiming to limit the number of days on campus with expected intensive workshops and clinic sessions across two to three days based on the number of hours required and the subjects you are taking.

Please note based on the hours required these will aim to be accommodated across the minimal numbers of days possible. The theory classes will stay online for S1|20 and this will allow us an opportunity to schedule practical and clinic sessions in existing time slots. The College is committed to providing a schedule that offers minimum disruption and maximum time flexibility. We are willing to work with you on solutions to support you at this time as the number one priority is to ensure you can complete your workshops and clinical sessions as planned. Thank you for your patience as we continue to model this across all degrees and we recognise the importance of this to support your planning as you juggle life and a continued commitment to your studies at this time.

If I continue to stay in my studies and the intensive sessions do not work for me can I withdraw without penalty after census date?

Census dates are set by the government and these cannot be changed, however we respect that this is a key date for committing to your studies. The College is committed to making this work for you and are planning and modelling several options to be able to support completion of your clinics and practicals. This may include extended intensive sessions on campus, a number of clinical and practical offerings across a 4-week intensive period or options to extend to complete make-up's across a series of weeks. With theory classes remaining online for S1|20 this supports scheduling ability into these timeframes for completion before S2|20. We are aiming to offer minimum disruption and maximum time flexibility to support all students with offerings that support subject completion. We thank you for your patience as we work on this modelling and will keep you informed of updates as this rolls out.



I was planning to complete my subjects and my course this semester, is this still possible?

Yes. We would recommend that you stay in your classes and your clinics and will aim to support you to achieve this goal. Based on the current circumstances, special considerations will be put in place to support clinic subject completion. We thank you for your patience as we work on this and we will keep you informed of updates as these roll out.

Live streaming classes

I am having trouble downloading the software for the live streaming classes, who can support me?

Often this will occur based on your computer and security settings setup. In this case please raise a ticket through the student portal to the IT support team. This team will be able to troubleshoot with you based on the specifics of your computer software such as make, model and security settings. All live streaming classes are recorded and will be uploaded within 24 to 36 hours of the class being completed. These recordings are available in your subject of the week that the lesson was held.

If I cannot attend the live streaming can I listen to the recording?

Yes. All live streaming classes are recorded, and you will be able to listen to these at a convenient time across the semester. These recordings will be uploaded within 24 to 36 hours of the class being completed and are available in the subject of the week that the lesson was held.

Online enrolment

I need to change from on campus to online, can I still change into March online?

Yes. The student support teams are happy to support your request to change from on campus to online for March. The College is currently looking at increasing its offerings into April, May and June online to support your studies across this time. We thank you for your patience as we work on this and we will keep you informed of updates as this rolls out.

Bookstore and Library

Is the bookstore still open can I order my books?

The bookstore will be closed from 23 March to 3 May and there will be no deliveries to campus locations at this time as all campuses will remain closed across this period.

Is the library still open?



The Library will be closed from 23 March to 3 May and there will be no access to the library as all campus locations will be closed during this time.

Am I able to take a book out for a longer loan period across this time?

Yes. The library will extend the loan for all books until 4 May based on the planned reopening of the campus at this time.

Can I still get support from the library team at this time?

Yes absolutely. The virtual librarian team will be happy to help you at this time. We recommend you use the live chat function; consultations will still be available over the phone to support you with your studies at this time.

Examinations

I am scheduled to set a deferred exam and online final examination is this still scheduled?

With the closure of all campuses on 23 March to 3 May all deferred and final on campus examinations will be suspended. All students will be contacted directly by the examinations coordinator to support online examinations offerings or on campus examinations scheduled after 4 May.

Student Wellbeing and Mental Health

I am feeling extremely stressed, quite overwhelmed and anxious, where do I go to for support?

This is a very stressful time with COVID-19 and it is normal to feel stressed and anxious during this time. The College has a free counselling session for all students 24/7 on 1800 336 207, please call SAP at any time for confidential counselling to support you and your family. It is important that you seek support during this time to ensure that you stay healthy and well for you and the support of your family and friends.