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## 1. COVID-19 (NOVEL CORONAVIRUS): ADVICE TO PROVIDERS

Training Services NSW continues to monitor the impact of COVID-19 (Novel Coronavirus) on training providers, students and industry partners. We are working with other government departments to share updated information for providers and students.

Plans are being implemented to ensure business continuity and reduce the impact on the training market.

Training Services NSW is talking with TAFE NSW, Independent Tertiary Education Council Australia (ITECA) and Community Colleges Australia (CCA) to identify potential impacts on providers and possible adaptive measures.

We want to assist providers through any disruption. Should COVID-19 cause any issues for you or your students under your Smart and Skilled or Adult and Community Education contract, please contact your Strategic Relationship Manager.

### **a. Providers are encouraged to follow the advice provided by NSW Health**

Information can be found on the Health NSW website, including FAQs that are being updated regularly, at:

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx>

and

<https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx>

Providers can also access the National Coronavirus Health Information Line on **1800 020 080**.

### **b. The Australian Skills Quality Authority (ASQA) has established an Info Line to support providers**

Some providers may be concerned about current regulatory activity, requests by ASQA to provide information or possible future regulatory activity. Providers that are impacted by COVID-19 are encouraged to contact the ASQA Info Line on **1300 701 801** or at [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) to discuss adaptive measures.

ASQA has advised that providers may wish to consider extending online or distance components of courses for impacted overseas students during the first half of 2020 or implement similar measures.

Information about visa and travel restrictions is provided by The Department of Home Affairs <https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>.

For technical support in relation to this update, contact Training Market Customer Support at [Training.Market@det.nsw.edu.au](mailto:Training.Market@det.nsw.edu.au) or **1300 772 104**.

*Please note that this update is for the information of approved Smart and Skilled providers only. If providers require further information for students or employers, please contact Training Market Customer Support, as above, unless otherwise instructed.*