

FAQs – Coronavirus

What is Performance Education doing about the 2019 Novel Coronavirus?

Performance Education is closely monitoring the outbreak of the coronavirus and is supporting any affected students and staff based on information from the federal Department of Health and NSW Health.

Performance Education is providing advice to students who are concerned via regular email updates.

If staff require support, they should talk to their manager. UNSW also provides support services for staff members through its Employee Assistance Program (EAP).

Performance Education will continue to update students and staff as new information becomes available.

Where is Performance Education getting advice about how to respond to the coronavirus?

Performance Education is following advice from the Department of Health and NSW Health, which are both updating information regularly.

The Department of Health has published a fact sheet with information for university and vocational education students and staff.

What should I do if I am feeling unwell?

Any members of the Performance Education community who are unwell or concerned about their health during working hours should contact their GP or a health professional. We suggest you call ahead, explaining your symptoms and travel history, rather than attend in person.

If you are feeling unwell, isolate yourself in a room away from others and seek urgent medical assessment.

Remain in isolation while waiting for results of the assessment.

Who should I call if I am feeling unwell?

If you have travelled to or transited through mainland China (excluding Hong Kong, Macau or Taiwan) in the 14 days before your symptoms started, and you have a fever and respiratory symptoms, please call your doctor, or your local Emergency Department or healthdirect on 1800 022 222. Tell the person when you call that you have been in mainland China. Registered nurses are available 24 hours a day, 7 days a week to provide advice when you are not sure what to do – whether you should see a local GP, manage the condition in isolation, or go to an emergency department. (*Calls are free from a landline; charges may apply from a mobile phone.)

NSW Health has arranged for medical fees to be waived and covered for any international student who seeks treatment in relation to the coronavirus issue. Students in other states should check and ask for similar assistance.

What are the symptoms?

Symptoms of the coronavirus can include fever, cough, shortness of breath and breathing difficulties.

Those considered at high risk may have travelled from Hubei province recently or been in contact with a confirmed case of the coronavirus.

What should I do if I have travelled from China?

The Department of Health recommends returned travellers who have been in China isolate themselves for 14 days after leaving China, other than for seeking individual medical care.

You should restrict activities outside the home except for seeking medical care. You should not go to work, school or public areas and should not use public transportation, taxis or ride share services until cleared by the public health unit.

What should I do if I have been in contact with a confirmed coronavirus case?

The Department of Health recommends people who have been in contact with any confirmed coronavirus cases be isolated for 14 days following exposure.

You should restrict activities outside the home except for seeking medical care. You should not go to work, school or public areas and should not use public transportation, taxis or ride share services until cleared by the public health unit. Access the Federal department of Health's Home Isolation advice [here](#)

Do facemasks protect against the virus?

Australia's Chief Medical Officer has advised that facemasks are not recommended or necessary for the general public.

The only people who should wear masks in relation to the coronavirus are those who are unwell and have a relevant travel history.

What other precautions can I take to protect my health?

The World Health Organisation recommends individuals:

- frequently clean hands by using alcohol-based hand rub or soap and water.
- when coughing and sneezing, cover mouth and nose with flexed elbow or tissue, then throw the tissue away immediately and wash your hands.
- avoid close contact with anyone who has fever and cough.

Please observe and comply with health-related signage around the PE Campus at all times.

How do you know the campus is safe? Should I be worried?

Performance Education is actively checking Health advice and cleaning the facilities as required.

Current medical advice is that there is no increased risk for students contracting coronavirus by being on campus. Students should remain vigilant but calm. Performance Education will advise students according to government standards.

Can I get special consideration if I can't travel from China to Sydney?

Performance Education will work with affected students to make arrangements to complete assessments and other course requirements on a case by case basis. Students should be aware, however, that your Visa expiry date and your Visa conditions need to be taken into account- this is the responsibility of the student. Performance Education cannot assist in any matters regarding a student's Visa.

Can I take the course online?

Performance Education currently does not have the provision to offer Professional Year studies online. Arrangements will be made to reschedule the course subjects once the student is able to safely return.

Can I still travel to China for work or leisure?

The Department of Foreign Affairs and Trade has raised the [travel advice](#) for all Australians to not travel to China. DFAT has advice for travellers, including those returning from a destination with reported cases. This should be checked for currency. Flights out of Australia to China may also be cancelled. It is advised that if you must travel to China that you check the availability of flights prior to booking. This is not something that Performance Education can advise on.

Are there any cancellations of classes?

All classes are running as per normal.

The [Federal Department of Health has published a fact sheet](#) with information for university and vocational education students and staff arriving from China. This should be checked for further updates.

Can staff members work remotely?

Depending on your role, you will need to consult with your manager around working from home arrangements.

What should staff members do if a student asks questions or raises concerns about their studies?

Please refer them to the communications already sent out for advice on how the Performance Education can best support them to continue with their studies. Students can also refer to this FAQ and read the relevant hyperlinks provided.

Students can also access support via the Student Services team py@performance.edu.au .

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