**Latest update: 17 March 2020**

Dear Education Consultant,

New information is coming out about the coronavirus (COVID-19) every day, and we've watched how thousands have been impacted personally or professionally.

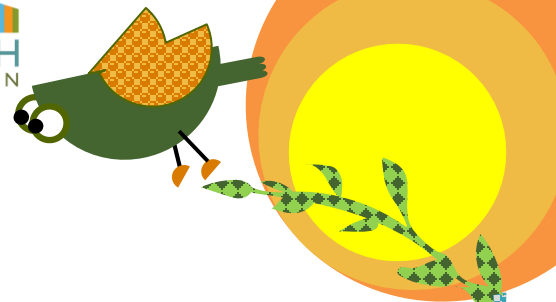
On March 11th, the World Health Organization (WHO) declared a global pandemic, and our client support team have been overwhelmed with calls from people with flight cancellations, travel restrictions, and questions about whether it's safe to plan to come to study in Australia and travel here. The world is worried, and we know that many of you are too.

Our Team at Envirotech worked hard to find a balance that will allow us all to continue promoting Australia as a study destination. To continue supporting our students who require self-quarantine, we are adjusting our policies for attendance, cancellation and deferment. In addition, we recently developed highly engaging online recorded tutoring sessions. Envirotech is also implementing key measures to increase class, campus hygiene and cleaning procedures to ensure students and staff well-being, and to an extent our collective community.

For that reason, our extenuating circumstances policy will now apply globally, and until the pandemic is contained, it will take precedent over our previous Attendance, Refund, Deferral and Cancellation Policies.

In simple terms, this means for eligible students

- Our tuition and service fees will be refunded in full for every cancellation. Cancellations apply only to offshore students who will arrive to Australia after 16/03/2020 until further notice
- Policies may change according to the updates of the coronavirus (COVID-19) circumstances.
- Deferral requests from overseas will be accepted with no evidence required
- **Attend classes online without attending campus for all students who are required to self-quarantine for 14 days upon arrival in Australia and those who have been tested positive to the corona virus. At this stage classes will not be postponed, and visa may be extended on a case by case basis**
- **Orientation activity will be conducted online.**



Term 2 – 2020 - Current students

At this stage, we are not closing the school. However, if circumstances change, we will deliver the classes online via our TEAMS platform.

Our trainers are available online on teams to assist the new and current students.

Extenuating circumstances policy for the coronavirus (COVID-19)

This extenuating circumstance policy covers all international students with eligible courses with Envirotech Education who are impacted by the coronavirus (COVID-19) pandemic. If your trip to Australia is covered by this policy, you will have the option to cancel or defer your course at Envirotech and receive your full tuition and service fees.

Areas covered by the extenuating circumstances policy

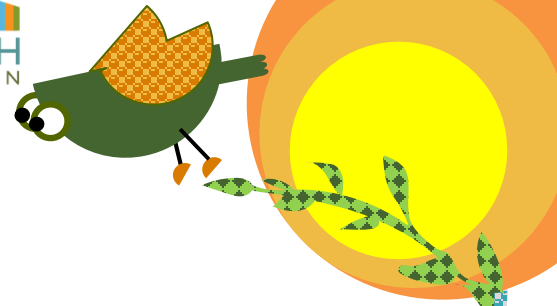
We've extended our extenuating circumstances policy to the following regions based on official guidance from Federal and State Governments, Health authorities and the World Health Organization. If an area is not listed here, check the other scenarios below. We will continuously update this policy to ensure that any person affected by the travel restriction as a result of the coronavirus is covered by this policy.

Review the specific details of how the policy applies for travel reservations in each of the following areas:

- Italy
- Mainland China
- South Korea
- Iran
- United States

Reservations can be cancelled with a full refund:

- In order to comply with disease control restrictions implemented by relevant governmental or health authorities due to COVID-19, such as those announced by governments such in: India, Israel, U.S.A, etc.
- In order to perform medical or disease control duties in connection with the COVID-19 outbreak.
- As a result of flight or ground transportation cancellations by an airline or ground transportation provider due to the COVID-19 outbreak.
- For people diagnosed by a medical or health authority with COVID-19.
- For people subject to a quarantine order related to COVID-19 that coincides with their course commencement.



How the extenuating circumstances policy works

If you're applying to study at Envirotech and after your visa is granted you are covered by a full tuition and service fee refund only if your flight to travel to Australia has been cancelled between 16/03/2020 until further notice.

If you are affected by Coronavirus (COVID-19), we will assist you to arrange local accommodation that will support your 14 days self-quarantine.

Coronavirus updates and resources

- [Coronavirus travel advisories](#) around the world
- [Current alerts Home Affair - News and Media](#)
- [Coronavirus \(COVID 19\) health alert Australia](#)

As an Education and Environmental Institution, we would like to remind you to be mindful in regards of Coronavirus (COVID-19). Please take all precautionary measures, use good hygiene and sanitary tools, keep yourself and others in a healthy and safety environment to prevent against the infection and stop the spread.

It is a part of social sustainability to be responsible for one's actions against others. If you are feeling sick, stay at home until you feel better as long as you are providing us a written statement that you are self-quarantine and not attending public places with no work commitment and meeting all social distancing requirements as mandated by the Australian Government. If you know that someone who is isolated needs help, do not ignore. It is all in our hands to stop the virus from spreading.

To look on the bright side, the COVID-19 is improving footprint around the world reducing our ecological pollution from travelling and unnecessary shopping and productions while improving technological platforms by going online which we are committed to be part of.

Do not hesitate to contact us if you have any questions.

Warm regards
Envirotech Team