

5<sup>th</sup> March 2020

## Greenwich College COVID-19 Response

Greenwich is in ongoing contact with relevant Australian Government departments and peak industry bodies to ensure that we respond quickly and appropriately to the rapidly evolving Coronavirus (COVID-19).

First and foremost, our thoughts are with anyone in our Greenwich community who is currently affected by COVID-19, and we hope that you all are safe and well.

Greenwich has created a webpage to provide you with immediate access to relevant information regarding the current virus status globally and here in Australia:

<https://www.greenwichcollege.edu.au/coronavirus-information>

The Australian Government has taken various steps in an attempt to contain the virus, including implementing strict border controls and other quarantine protocols. Australia should continue to be seen as a safe travel destination at this time.

In response to the COVID-19 outbreak, Greenwich will adopt the following exceptions to its standard T&Cs for impacted students and enrollments:

### New Student Enrollments:

- Any student impacted by travel bans or possible personal exposure to COVID-19 will be given a penalty-free deferral up to 6 months from their planned commencement date.
- The revised commencement date may be reviewed and extended further in exceptional circumstances where COVID-19 continues to reasonably prevent a student from undertaking their studies.
- Any student whose personal circumstances result in them not being able to reasonably defer their commencement date will have their course cancellation approved without penalty.

### Student Accommodation:

- Students will be subject to the standard T&Cs and policies of each individual accommodation provider (as these providers are not controlled by Greenwich).
- Case by case exceptions may be considered by individual accommodation providers, and Greenwich will work collaboratively with students and their accommodation providers in this regard.

These exceptions to the Greenwich standard T&Cs in relation to COVID-19 will remain in place until we advise otherwise.

Greenwich is determined to work closely with its agent partners as we navigate the impacts of COVID-19 together.

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