



Monday 23rd March 2020

Dear Student and Centres,

As we are currently entering unprecedented times due to the outbreak of the coronavirus, (COVID-19) we wanted to get in touch with you in relation to our college's plan to ensure we maintain our high level of support to our students.

The health and wellbeing of our students, centres and staff is of paramount importance so we have decided to take proactive measures to ensure everyone is safe and our college can continue to educate our students in the best way possible:

1. Continuity of Service for our Customers – As our college is already set up to encompass online learning through Cloud Assess and Moodle, you will see no impact to service levels in regard to your written assessments it will be study as normal! As always, your trainer will be there to assist you every step of the way, so don't forget to contact them via email if you have any questions at all.

You will also be able to access our trainers wherever practical through phone calls, FaceTime, or using Google Hangouts, during business hours from extra support where required.

Our offices will still be opening and operating under the guidance of our admin team so you can still reach us via phone on 4942 2330 for any generic enquiries you may have, for all assessment enquiries please contact your individual trainer directly via their email.

2. Supporting Our Team - To minimise travel and as a measure of social distancing, we have taken steps to mobilise our trainers to home offices which is effective as of Tuesday 24th March 2020. This step for Atkinson's really isn't much of a change as we class ourselves as a family friendly employer and have been operating under these flexible arrangements for years. So, you will be still able to access the same high level of support you always have.

3. Availability of Your Course – Atkinson Child Care College is a cloud-based company meaning we can fully support our clients anywhere online if needed, we take our role as an RTO seriously. We aim to continually support our students with course access and resources during this ever-changing environment

Currently the only restriction you will see to your course is that we won't be allowing any of our distance learners to complete Work Placement for the next month and our trainers will be refraining from conducting any workplace assessment visits for employment based students for a 1 month period. This will be reviewed monthly by Atkinson Child College Management where we will continue to take the necessary precautions as outlined by the Government.

On behalf of the whole team, thank you for trusting us with your education. Our thoughts and well wishes are with you all and those who have been affected by the virus. Keep up to date on the government websites and continue to take the relevant measures to stay safe and healthy.

Warm regards,

Management Team - Karen Atkinson, Tony Atkinson, & Alicia Drain
Atkinson Child Care College

Ph: 02 4942 2300

Email: training@atkinsonchildcarecollege.com.au