

## **Armstrongs Coronavirus Response Update: 23 March 2020**

Dear Armstrongs Students,

The global situation regarding the coronavirus (COVID-19) is constantly evolving and I want to assure you that Armstrongs is working hard to minimise any impact that it may have on your training. We are closely monitoring developments and if, and when, required we will update our response to best protect the health and wellbeing of all Armstrongs staff and students.

**Please Note: As at 23 March 2020 VicRoads advise that all registration and licensing has been deemed an essential service in Victoria which means that all training and assessment services can continue to be delivered.**

The good news is that currently there are no changes to any of Armstrongs scheduled training courses and it is business as usual other than the following administrative changes:

### **1 – Over-The-Counter General Inquiries No Longer Accepted.**

Armstrongs is no longer accepting walk-in general inquiries at either of its Thomastown or Truganina sites. Only booked students commencing their training should attend Armstrongs office. All general inquiries are to be made by phone or online (email/live chat/contact us)

### **2 – No cash Payments Accepted**

In addition, all students are reminded to please be aware of the following advice in relation to Coronavirus (COVID-19).

#### **If You Are Returning From Overseas**

As of midnight on 15 March 2020, all people entering Australia from overseas must now self-isolate and monitor their health for 14 days and seek medical advice if they develop symptoms.

If this applies to you and you have booked a course please notify Armstrongs immediately.

#### **If You Have Been In Direct Contact With Someone Who Has Been Diagnosed With, Or Suspected Of Having, Coronavirus (COVID-19)**

Please do not attend any of your training. It is recommended that you self-isolate and monitor your health for 14 days. If you develop a fever or cough seek medical advice urgently. If this applies to you please ensure that you notify Armstrongs immediately.

#### **Pre-Drive Theory Sessions, Practical Heavy Vehicle Driving, Motorcycle Riding & Forklift Operating Training**

At present all classroom-based training (Pre-Drive Theory Sessions) and practical driving, riding and operating training courses will continue as planned but for changes to accommodate for social-distancing rules.

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If Armstrongs is required to close one or both of its training sites (Thomastown and/or Truganina) or we are unable to schedule your training or deliver your training course due to an interruption caused by the Coronavirus we will notify you immediately. Armstrongs will take all steps to minimise disruption to your training however if Armstrongs cannot schedule or deliver your training as originally expected Armstrongs will contact you to discuss contingency plans for you to commence, continue, or complete your training at a later date.

Until such time that you are notified by Armstrongs, please continue to attend your Pre-Drive Theory Session and practical heavy vehicle, motorcycle or forklift training as normal and ensure that you are following high-levels of general hygiene, respiratory hygiene and social-distancing practices such as washing your hands very regularly throughout the day and eliminating all physical contact where possible through social-distancing.

If you do have cold-like symptoms or are feeling unwell it is better that you don't book a course or attend your training course until you are feeling better and symptoms have gone. If you have already booked a course and become unwell, please contact Armstrongs as soon as possible for further so that we can cancel or transfer your training to a later date.

#### **If You Are Unable To Attend Training**

If you are unable to attend your training course either due to illness, have returned from overseas and are self-isolating or are following medical advice to self-isolate, then please contact Armstrongs immediately.

Otherwise please continue with your training as scheduled and look out for further Coronavirus updates from Armstrongs via our website.

In the meantime we look forward to continuing to provide you with the best heavy vehicle, motorcycle and forklift licence training and ensuring that your heavy vehicle, motorcycle or forklift course continues as seamlessly as possible during this time.

We thank you for patience and support.

Regards,

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