

**Message from the Principal**  
**Temporary Arrangement from 30 March to 24 April 2020**  
**– Full Online Provision for Sydney Campus**

15 March 2020

Dear Students,

Further to my message of 11 March 2020, I can now advise you further on the Institute's arrangements to provide you with full online delivery of all courses from 30 March to 24 April in T1, 2020.

We now ask that you do NOT attend the Institute's campuses in Sydney during this period of full online delivery.

Given that the World Health Organisation declared COVID-19 to be at pandemic level on 11 March 2020, the Institute believes that this arrangement will serve the very best interests of our students, staff and stakeholders.

This online delivery is consistent with our Risk Management Plan made in late January 2020 and will help ensure the safety and wellbeing of all our students and staff members on campus.

This is a temporary arrangement.

Prior to 24 April 2020, we will provide you with further advice on whether the Institute will extend the full online delivery or restore on-campus face-to-face teaching & learning services should the coronavirus alert be revoked by the responsible government authorities and public safety is ensured.

We are able to take this action because of the consideration given by TEQSA and all relevant statutory and professional accreditation bodies in supporting the provision of full online delivery as a necessary action to minimise the impacts of COVID-19.

During this period of full online delivery, the Institute will maintain its quality assurance and academic integrity processes and ensure that our students are not disadvantaged.

We also welcome your feedback about any improvements we can make that will improve that online delivery. Please check directory and support email addresses at the end of this letter.

During the full online delivery period, we still urge students to pay even more attention to prevention:

- If you develop a **fever, cough, sore throat or shortness of breath** within 14 days of overseas travel or are in contact with someone else who has Coronavirus, seek medical attention: Health direct on 1800 022 222, or in an emergency, your local hospital emergency department
- **Protect yourself and others:** clean your hands regularly, cough or sneeze into your elbow or a tissue. Importantly – stay at home if you're feeling unwell.

It is very important that you keep the Institute informed of any changes in your health status during this critical time. If you suspect that you might have COVID-19, contact health authorities immediately and please also inform our staff member Qingqing Hao on 0430 589 903 (24 hours school emergency number) so that we can provide you with further support and assistance.

The Institute's comprehensive services to students will be running normally during the full online delivery period.

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Please keep monitoring Moodle for the most updated information and any announcements.

If you require any additional IT support to join this online learning facility, please contact [itsupport@top.edu.au](mailto:itsupport@top.edu.au), as the Institute wants to facilitate your best possible online learning experience.

For general enquiries, please contact Student Services via [studentservices@top.edu.au](mailto:studentservices@top.edu.au).

For any unit enrolment advice and academic issues, please contact Academic Administration via [as@top.edu.au](mailto:as@top.edu.au). Once you have enrolled into each subject, you can also contact each unit coordinator with questions about online delivery for those subjects.

If you have any queries or need further support to improve your academic English skills, please contact our English Language and Academic Skills Coordinator via [learning@top.edu.au](mailto:learning@top.edu.au); We will offer online one-to-one support.

As an important resource for your online study, the TOP Library offers you extensive database and eBooks access. You can also find other useful information and open online resources via the Library website: <https://library.top.edu.au/>. If you have any issues in relation to database searching or access of eBooks, please contact the TOP Library via [library@top.edu.au](mailto:library@top.edu.au) for assistance.

For any tuition fee and financial support issue, please contact [fees@top.edu.au](mailto:fees@top.edu.au).

If you are experiencing a high level of anxiety, and you want to talk with someone, please **contact our Counsellor via** [counselling@top.edu.au](mailto:counselling@top.edu.au).

The Institute continues to monitor the updated situation and developments very closely. And we are watching all guidelines from the New South Wales and Australian health and education authorities.

**We wish to emphasize that if you are an overseas student holding an Australian student visa, please check your visa conditions very carefully, and check with Department of Home Affairs <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations>, in case you intend to depart from Australia during the full online delivery period.**

Again, we very much appreciate your cooperation and understanding, and welcome any questions that you may have.

Best wishes

Yours sincerely

Dr Minshen Zhu

Principal

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