

MultiSkills COVID-19 FAQs (Frequently Asked Questions)

OVERVIEW:

MultiSkills Training (MST) has established a dedicated COVID-19 Safety Committee (CSC) and is closely monitoring and managing the situation. MST is following the latest advice from the relevant government and health authorities and we are in regular contact with students and staff to update our response. To minimise the risk, to our community, students and staff we ask that at all times you follow the directions of MST Training Staff and the directions of relevant government and health authorities.

Why am I signing the student/staff declaration? It is a mandatory requirement of MST that before you commence your course with MST you understand and agree with your obligations and advise MST of any change in your health or presenting symptoms of COVID-19. Your completed student/staff declaration will be scanned and stored digitally in your file permanently. Your completed hard written copy will be stored for a period of 90 days. Falsifying your student declaration may lead to suspension of your enrolment and may incur additional costs.

Why am I completing a daily COVID-19 Health Questionnaire? It is a mandatory requirement of MST that before you commence your training or work each day, you complete the COVID-19 Health Questionnaire. Your completed daily COVID-19 Health Questionnaire will be scanned and stored digitally for up to 2 years. Your completed hard written copy will be stored for a period of 28 days. Falsifying your daily COVID-19 Health Questionnaire may lead to suspension of your training and may incur additional costs.

Why happens if I have any of the symptoms listed in the questionnaire? If you answer yes to any of the symptoms listed on the COVID-19 daily health questionnaire, our MST Staff will direct you to immediately leave our training site and you will be required to undertake a COVID-19 Test at your expense and/or the government expense (if you eligible). You can only return to your training course after the negative test result and/or 30 days since you last attended MST training course. You will not be charged any additional fees for the rescheduling of your course.

Can I refuse my temperature being tested? Yes, as a student you can reasonably refuse your temperature test and upon your refusing you will be directed to leave our training site immediately. You will **NOT** be able to commence your training today. You can return to our training site in thirty (30 days) and recommence your course, you will be required to undertake a temperature test upon return. You will not be charged any additional fees for the rescheduling of your course.

Why is my temperature being tested each morning and/or at other times? It is a mandatory requirement of MST that before you enter our training sites and commence your training program your temperature is tested and recorded. This information will be recorded and stored for a period of 90 days.

What happens if my temperature is 37.6 Degrees or above on the first test? If your temperature is 37.6 Degrees, an MST Staff will direct you to stand to the side of the testing station and wait ten (10 minutes) During this time you are **NOT** Permitted to leave the testing station area or attend to the restrooms. After ten minutes an MST Staff will conduct a second temperature test.

What happens if my temperature is 37.6 Degrees or above on the second test? If your second temperature test is 37.6 Degrees, our MST Staff will direct you to immediately leave our training site and you will be required to undertake a COVID-19 Test at your expense and/or the government expense (if you are eligible). You can only return to your training course after a negative test result and/or 30 days since you last attended MST training course. You will not be charged any additional fees for the rescheduling of your course.

What do I do after the second temperature test? Upon leaving the MST Site you will be required to seek medical advice as outlined below and this will include undertaking a COVID-19 Test.

What are the symptoms?

[COVID-19 symptoms](#) can range from mild illness to pneumonia, and may include:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath.

More information is available on [the Victorian Department of Health and Human Services' website](#).

Please speak to a medical professional if you are concerned about your health.

What do I do if I think I have COVID-19?

If you suspect you may have coronavirus (COVID-19), the [Department of Health and Human Services](#) advises you to call the dedicated coronavirus hotline: 1800 675 398. The hotline is open 24 hours, 7 days.

Where can I get tested for COVID-19 in Victoria?

The Victorian Government is testing people to better understand how COVID-19 is spreading and to prepare for the potential easing of restrictions. More information on this initiative, including the location of these testing sites and the testing process is available on the [Department of Health and Human Services website](#).

What can I be doing to help prevent the spread of COVID-19?

There are a number of actions you can take to help slow the spread of COVID-19 in the community. Please refer to the [Victorian Department of Health and Human Services' website](#) for further information.

My test result has comeback so what is next? Regardless of your test result for COVID-19 being either negative or positive, you **MUST** notify MST within 4 (four) hours of receiving your test result to compliance@multiskills.com.au including your full name, mobile telephone number and a copy of your test results.

I have notified MST of my test result so can I return my course? Regardless of your test result, MST will contact you within 24 hours to discuss the next steps. If your test result is negative, MST will reschedule your training to recommence in the next available course.

If you test positive, you will **NOT** be able to return to MST until you have completed the 14 days quarantine period, undertaken a second (2nd) COVID-19 test which is negative and provided a written medical clearance, including a copy of the second test negative test result to MST.

I have further questions? Any questions not answered in this Frequently Asked Questions (FAQs) can be submitted in writing to compliance@multiskills.com.au and a written response will be provided within 72 hours.