

Here are FAQs (Frequently Asked Questions) about services at METS during the COVID-19 situation.

My learning is classroom based - are my classes cancelled?

No, METS training continue to support all students with face to face classes, phone and email support. In addition, we have been in contact with our venues to ensure the rooms are adequate to meet the social distancing guidelines of 1.5 mtrs. We have implemented increased infection control measures. Our trainers will disinfect all surfaces before class. We will set more frequent breaks so that students are not in the room for more than 2 hours at a time and our trainer will disinfect surfaces again during breaks.

Am I able to sign up into a new traineeship?

Yes, METS Training is still actively working with Employers and Apprenticeship centers to ensure all required trainees are signed up as required.

I am currently a trainee - will my course be suspended?

No, METS training continue to support all students with face to face visits, phone and email support. We are also working with each employer to ensure we meet the required safety protocols set out by Employers. Your trainer will be available by phone and email.

My traineeship is due to finish soon; will my end date be affected?

No, we are currently working with State Training Services and Employers in regards to any trainee that has an end date coming up in the next few weeks that may need an extension.

What happens if my employer suspends my traineeship?

If your traineeship is suspended, we encourage you to continue to work through your theory work during this time. Once your traineeship is reactivated your trainer will be in touch and can review your theory work and complete any required observations for your course.

Does this mean I don't have complete my assessments during this pandemic?

No, as an enrolled student or Trainee you are still required to complete your assessments within the due dates and communicate with your trainer.

What will happen if I have to become a full-time carer for my children if they are unable to attend school?

We will review this on a case by case basis. We can support you with attendance requirements or schedule in makeup workshops, depending on the situation.

I am feeling anxious about coronavirus – what should I do?

It is normal to experience some worry or concern about this issue, however if it begins to affect your mental health or physical wellbeing it is recommended you seek support from a health professional.

For further information contact us on info@mets.org.au or call **02 9838 0567**.