

Updated Coronavirus (COVID-19) Student Frequently Asked Questions

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1 Accommodation

What are the arrangements for shared accommodation?

University accommodation is open, and students have moved in. Please contact StudentAccommodation@uclan.ac.uk for information on any late availability. If you are living in shared accommodation with other students you will be classified, in keeping with government advice, as sharing a household. As Preston is currently under local lockdown restrictions, this means that students cannot meet other households (including people from other flats) outside of their flat and cannot host non-flat members inside their flat. We encourage flat mates to report breaches of these rules to Security or the Residences Team. You can find more details on the [government website](#).

What do I need to do if I am moving into or living in private accommodation?

If you are living in private accommodation, please contact your landlord directly if you have any questions about your arrangements. If you need any further advice, please contact privateaccommodation@uclan.ac.uk. The Student Accommodation private sector team at UCLan works closely with private providers, registered on UCLan Landlord Registration Scheme, and will be able to assist you as needed.

2 Current UK Coronavirus (COVID-19) situation and advice

What is the current UK situation regarding Coronavirus?

The current coronavirus alert level in the UK is 4, which means that the virus is in general circulation, transmission is high or rising exponentially. The reproduction rate for the virus in the North West is believed to be above 1, which means each infected person could pass it on to one person.

Public Health England and the UK Chief Medical Officers are continually updating [their information](#).

The UK government has updated their [social distancing measures](#), which are steps you can take to stay alert and reduce social interaction between people. This will help reduce the transmission of Coronavirus (COVID-19). The NHS Covid-19 App is available to download from either the Apple or Google Play store. Further information is available on the [NHS Test and Trace website](#).

Local and National Restrictions

With effect from Thursday 5 November, national restrictions are in force, which include:

- Schools, colleges, universities and essential shops will stay open
- You should avoid travelling in or out of your local area unless it is for education, work or medical reasons
- When outdoors, you should only mix with people in your household or with one person from another household, socially distanced
- Pubs, restaurants, hospitality and leisure facilities will close but hospitality venues can still provide takeaway and delivery services
- All other non-essential retail will close and there will be a ban on different households mixing indoors

- Overnight stays, holidays away from your current home and travel abroad are not allowed. This includes travel and holidays abroad and in the UK.

Please check the [Government website](#) for further information.

It is important to follow national and local guidelines to stop the spread of the virus and avoid having to pay a large fine of up to £10,000, as we have already seen across the country.

Under the restrictions, can I return home to visit family while living with my University household?

If you live in university or private student accommodation, the Government guidance says you must not move back and forward between your permanent home and student home during term time. You should only return home when the Government guidance says it is safe to do so.

Will I be able to return home at Christmas?

The Government has said that students can return home at the end of term for Christmas but we are awaiting further advice from the Government on this and will provide more details as soon as possible.

What is Coronavirus (COVID-19) and what are the main symptoms?

COVID-19 is a new strain of Coronavirus. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long term conditions like diabetes, cancer and chronic lung disease. However, as we have seen all over the world, people with no underlying conditions have contracted coronavirus and died, so no one is immune.

If you have any of the main symptoms of coronavirus (COVID-19), get a test as soon as possible. Stay at home until you get the result.

The main symptoms of coronavirus are:

- **a high temperature** - this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** - this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Most people with coronavirus have at least 1 of these symptoms.

What should I do if I feel unwell or someone in my family or household is unwell?

If you have these symptoms, however mild, stay at home and do not leave your house for 10 days from when your symptoms started (if you live alone), or 14 days if you live with someone who has symptoms (The 14-day period starts from the day when the first person in your household or flat became ill.

- do not go to work, university or public places - work from home if you can
- do not go on public transport or use taxis

- do not go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
- do not have visitors in your home, including friends and family – except for people providing essential care
- do not go out to exercise – exercise at home or in your garden, if you have one

Read the NHS [Stay at home: guidance for households with possible coronavirus \(COVID-19\) infection](#).

If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 10 days, then use the NHS 111 online coronavirus service. If you do not have internet access, call NHS 111. For a medical emergency dial 999

Where is the best place to go for advice?

Advice can be obtained from your local GP, NHS 111 or official sites:

[NHS - Coronavirus Information](#)

[The Government](#)

[NHS 111 online](#)

How to avoid catching and spreading Coronavirus (social distancing):

NHS Guidance: you should avoid close contact with anyone you do not live with.

Where it's hard to stay away from other people, if you can, wear something that covers your nose and mouth. There are some places where you must wear a face covering, such as:

- on public transport
- in shops
- when you go to hospital appointments or visit someone in hospital

How to stop infection spreading

There are things you can do to help reduce the risk of you and anyone you live with getting ill with coronavirus.

Do

- try to stay at least 2 metres (3 steps) away from anyone you do not live with (or anyone not in your support bubble)
- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- avoid close contact with people who have symptoms of coronavirus
- regularly clean surfaces

- avoid sharing food, drink and utensils
- drink plenty of fluids and eat healthily - [NHS advice](#).
- if you share your home with others, please follow the [guidance for households with possible coronavirus infection](#)
- Read the NHS [Stay at home: guidance for households with possible coronavirus \(COVID-19\) infection](#)

Don't

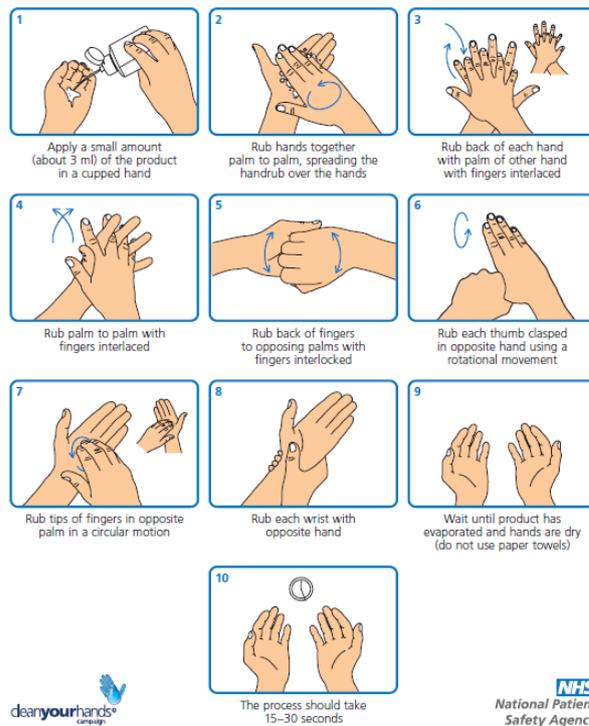
- do not touch your eyes, nose or mouth if your hands are not clean



Hand-washing technique with soap and water



Alcohol handrub hand hygiene technique – for visibly clean hands



Who do I notify at UCLan if I have Covid symptoms, have been tested or asked to self-isolate?

You should not attend campus. If you have Covid symptoms, have a positive test or have been in contact with someone who has tested positive, you must immediately self-isolate and report this to us [using this form](#). More information about the next steps and support available can be found on that page.

Is UCLan providing health checks?

No, we are following the advice of Public Health England See section 3 'what to do if I must self-isolate'.

Is UCLan providing Covid-tests?

No, please follow the instructions below to access covid-tests.

Who can test people for Coronavirus (COVID-19)?

You can have a test (swab test) to check if you have coronavirus (COVID-19) now. You can choose to take the test:

- at a test site near you today and get your result tomorrow
- with a home test kit

You can get a test:

- for yourself, if you have coronavirus symptoms now (a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste)

- for someone you live with, if they have symptoms
- if you live in England and have been told to have a test before you go into hospital, for example, for surgery
- if you live, work or study in an area with a coronavirus outbreak

This service is for people in England, Scotland, Wales and Northern Ireland.

When should I get a test?

If you have coronavirus symptoms, apply as soon as you can. Do not wait. You need to get the test done in the first 8 days of having symptoms.

Book a visit to a test site to have the test today. Or order a home test kit if you cannot get to a test site. On days 1 to 7 of your symptoms, you can get tested at a site or at home. If you're ordering a home test kit on day 7, do it by 3pm.

On day 8, you need to go to a test site. It's too late to order a home test kit.

[Apply online on GOV.UK. Or call 119 if you have problems using the internet.](#)

3 Self Isolation

What happens if I must self-isolate in university halls because I or someone in my flat has symptoms?

If you have any symptoms of COVID-19, you should remain in your room and inform:

- Your Residences Team - by emailing StudentAccommodation@uclan.ac.uk or phoning (01772 892079)
- The University - by [using this form](#)

If you are making contact in the evening or at weekends, you should also inform:

- The 24/7 Security Team by phoning 01772 892068

If you have a new and continuous cough, a high temperature and/or a loss or change to your sense of smell or taste, you should self-isolate for **10 days** from the start of your symptoms. This means **staying at home** and not going out at all after the start of your symptoms.

If someone in your household develops symptoms, you will also need to self-isolate for **14 days** from the start of their symptoms.

If you have symptoms you should contact [111 online](#) or call 111 if you cannot access the online service. From here advice will be given, which may include advice on being tested and the track and trace process to identify persons you may have come into close contact with. Please contact your Residences Team or Security to let us know what you have been advised

As an overview, here are the key reasons you might need to self-isolate:

- You have symptoms of COVID-19
- You're waiting for a coronavirus test result
- You've tested positive for the virus
- You live with someone who has symptoms, is waiting for a test result or has tested positive

If you are not experiencing symptoms but have tested positive for COVID-19, you also must self-isolate for at least 10 days, starting from the day the test was taken. If you develop symptoms during this isolation period, you must restart your 10-day isolation from the day you develop symptoms.

Keep self-isolating if you feel unwell

Keep self-isolating if you have any of these symptoms after 10 days:

- a high temperature or feeling hot and shivery
- a runny nose or sneezing
- feeling or being sick
- diarrhoea

Only stop self-isolating when these symptoms have gone.

If you feel you cannot cope with your symptoms at home, or your condition gets worse, then use the [NHS 111 online](#) COVID-19 service. If you do not have internet access, call NHS 111. You should also inform your Residences Team and, if in the evening or weekends, the Security Team (all details above) so the University can try to assist you as soon as possible.

For a medical emergency dial 999

What is the advice if I must self-isolate at home?

The essential information [on self-isolation](#) is available from Public Health England.

Please follow the general [tips for staying at home](#).

Do

- try to keep at least two metres (three steps) from other people in your home, particularly older people or those with long-term health conditions
- ask friends and family and delivery services to deliver things like food shopping and medicines – but avoid contact with them
- sleep alone if possible
- regularly wash your hands with soap and warm water for at least 20 seconds
- try to stay away from older people and those with long-term health conditions
- drink plenty of water and take everyday painkillers, such as paracetamol, to help with your symptoms

Don't

- have visitors (ask people to leave deliveries outside)
- leave the house, for example to go for a walk, to school or public places

Urgent advice: Use the [NHS 111 online](#) coronavirus service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after seven days

Only call NHS 111 if you cannot get help online.

How do I access food deliveries if I am self-isolating?

You can order food packages online from the [SU Essentials shop](#). You can also find further information on [how to organise online shopping](#) on the Student Support site.

If you live in UCLan Halls, please contact the residences team for information

4 Assessments

Advice on Assessments for 20/21 will be provided as soon as possible.

5 Campuses (UK)

What are the arrangements for on campus teaching?

Our courses will start at the same time as planned in September and our main Preston campus will be staying open seven days a week to allow for a more flexible timetable.

Your teaching experience will be a blend of face-to-face and online learning, unless you are on an e-learning programme, which was always delivered online. Teaching in small groups, seminars and tutorials will be crucial to your experience and lab-based learning, studios and specialist teaching that can be conducted in person with social distancing applied will go ahead as normal.

We'll be delivering interactive lectures online so you can watch at a time suitable to you. Our digital learning provides a flexible and interactive experience and gives repeated access to material.

We have had some great feedback from students regarding your online learning experience at the end of the last academic year, but we are also listening to understand how we can improve the course materials. We are also doing even more training with staff so they can deliver your learning using cutting edge thinking.

To continue your studies with us it is important that you have a computer to ensure you can engage and interact with the digital learning environment. If you're looking to buy a new laptop we would recommend looking at the options available through the [Microsoft Store](#).

As social distancing measures relax, we will gradually and safely increase face-to-face teaching time on campus for all students.

Before returning to campus, you are asked to complete a short [self-evaluation questionnaire](#) that will give you an indication of your personal risk category and will help inform your decision on whether you are able to attend campus safely. If required, we will also direct you to next steps, should you require any further support.

You also must complete the Staying Safe - Covid 19 online training programme, which will provide you with an overview of the current situation, how the University has responded to the pandemic and what your personal responsibilities are when attending campus

You must also read and be aware of the [Community Responsibility Agreement](#)

What are the safety and hygiene measures in place?

We have a range of measures in place to help keep you safe, including:

- Social distancing measures will be in place, with reduced building and classroom occupancy
- Clear signage will direct you round campus, showing a keep left system, separate entrances and exits where possible, and defined capacities within teaching and social spaces. There will be fixed hand sanitiser stations around campus, with one at every building entrance/exit, outside every bathroom and restaurant, and dotted around each teaching floor
- Friendly staff and student helpers will be visible on campus offering advice, directions and reminding about social distancing
- All areas will be cleaned regularly throughout the day, including bathrooms and restaurants and classrooms. Antibacterial wipes will be available in high turnover areas like the library and computer rooms, for you to clean your keyboard and mouse before using.
- You will be given two reusable face coverings and all students and staff will be encouraged to wear them e.g. in corridors, toilets, shared spaces. To be collected from Adelpi Reception 8.30am-4pm Monday-Friday, if you have not picked these up already.
- Our on-campus food and drink outlets will use Perspex screens to separate you from staff, and those making your food will wear masks and gloves. Atrium will be open from 8am until 8pm initially, Essentials Shop and Source Bar are currently closed due to the lockdown restrictions. Harrington refectory and Foster Coffee cube will be open (hours to be advised)
- All essential services like student wellbeing appointments and academic advisor meetings will be able to be done online
- The UCLan security team regularly patrols the campus and is available 24/7 if you have any concerns. Just call 01772 892068 or ext. 2068 from a campus phone (deaf users please text 07891 679 537) or download the SafeZone app from the app store.

We've done everything we can to make campus a safe place but staying safe is everyone's responsibility - we are all in this together and we may be living with coronavirus for a long time. It is important to be mindful that while some people may be happy living a near-normal life, others in different circumstances (for example those in a vulnerable group) will be naturally nervous around others.

Should people wear face coverings?

The Government has advised that face coverings should be used now in all university learning environments, providing the use of face covering does not impact teaching and learning. This means that face coverings will need to be worn by everyone in all buildings including **classrooms, lecture theatres and in the library.**

Some individuals are exempt from wearing face coverings, and we are providing either a visor or special lanyard as alternative solutions. [Find out how to order yours.](#)

In England, [you must wear a face covering by law](#) in the following settings:

- public transport
- indoor transport hubs (airports, rail and tram stations and terminals, maritime ports and terminals, bus and coach stations and terminals)

- shops and supermarkets (places which are open to the public and that wholly or mainly offer goods or services for retail sale or hire)
- indoor shopping centres
- banks, building societies, and post offices (including credit unions, short-term loan providers, savings clubs and money service businesses)

You are expected to wear a face covering immediately before entering any of these settings and must keep it on until you leave.

You are also strongly encouraged to wear a face covering in other enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet. Face coverings are also needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are advised to be worn in care homes.

At UCLan you are expected to wear a face-covering within campus buildings, such as in corridors and other shared spaces as well as in learning environments

Please see information about [Face Covering Exemptions](#) and how to order a visor or exemption lanyard, if this applies to you.

6 Discrimination and abuse report and support

What should someone do if they feel like they are being discriminated against?

The university promotes a welcoming culture of equality, diversity and inclusion for our diverse community, where everyone can feel safe, valued and supported.

Any student who thinks they may be being discriminated against, harassed or mistreated as a result of this situation should visit [Report and Support](#) or the [Students' Union Advice Centre](#).

What should someone do if they are subjected to domestic abuse at home or in their accommodation?

Domestic abuse can happen to anyone by anyone and can include emotional, psychological, physical, financial and sexual abuse in couple relationships or between family members.

Any student who thinks they are being subjected to domestic abuse should visit [Report and Support](#) or the [Students' Union Advice Centre for advice](#) or call 999 if they feel unsafe.

7 Equipment and Internet Access

What happens if I have no access to the Internet or I don't have the equipment or facilities to study from home?

If online learning and assessment is a new part of your course as a result of the changes we have had to make, and you cannot do this as you have no access to internet or hardware, please inform your course leader by email as soon as possible.

To continue your studies with us it is important that you have a computer to ensure you can engage and interact with the digital learning environment. If you're looking to buy a new laptop we would recommend looking at the options available through the [Microsoft Store](#).

8 Extensions and Extenuating Circumstances

Please check back for further information, or contact your Course team.

9 Graduation and other events

Will the postponed winter graduation ceremonies take place at Preston and Burnley ?

Full information about the postponement of physical graduation events is available on the [student support pages](#). Ceremonies for all graduates in the year 2020 will now run in July 2021, it is expected that final year students due to graduate in July 2021 will now have their ceremony in December 2021

Have any other university events been cancelled or postponed?

Most 2020 planned events at the university have currently been cancelled, postponed or moved online, where possible.

10 Healthcare placements

Please speak to your course lead regarding placements.

11 Medical centre

Can I still contact or visit the student medical centre?

Yes, you can find the latest information about the UCLan Medical Centre on the [Student Support site](#).

The UCLan Medical Centre in Foster Building reopened on Monday 21 September. Before that date, staff from the medical centre are working at St. Mary's Health Centre in Penwortham (Tel 01772 214800).

12 Mental health and wellbeing

What can I do if I'm feeling apprehensive, anxious or I am concerned about my mental health?

The University can help, advise and support you. Please be assured that you are not alone, and we have a wide range of help, support and services that you can access.

The counselling, mental health and wellbeing team at UCLan is available with appointments offered through video calls or telephone to ensure that the University can still support you if you are struggling. Please continue to use the [self-referral form](#) or email the team at wellbeing@uclan.ac.uk if you want support.

Is there any help available for students who are worried about money?

If you are worried about your finances during the Coronavirus (COVID-19) pandemic, there is support and advice available nationally and from the University. Although most services are now online or over the phone, it is still important to manage your money and budget well and seek help or speak to someone if you are worried. You can get some tips

and find out what support is available on the [managing your finances during the coronavirus](#) page on the student support news site.

What can I do to stay healthy and look after my wellbeing?

Drink plenty of fluids and eat healthily. Follow the [NHS advice](#). If you are worried about hygiene at this time, follow the [PHE advice](#) which includes:

- Washing your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the bin
- cover face - wear a face covering over your nose and mouth in enclosed spaces
- make space - stay at least a metre away from people not in your household

If you share your home with others, please follow the [advice for households with possible coronavirus infection](#)

Speak to a friend by text or telephone every day. If they don't hear from you at the agreed time, ask them to advise the Safety and Security Team on 01772 892068

13 Research

What is the impact on research programmes and research activities?

As the University has now moved to a blended learning approach, if you are a postgraduate researcher you should contact your Director of Studies to discuss how you will plan your research activities for the immediate and foreseeable future. If you are conducting research activities in specialist spaces on campus or you are using specialist equipment, access to these are currently under review.

You should have already been contacted with further information and guidance by your Director of Studies or Research Degree Tutor, if your research activities are likely to be affected. Supervision meetings, annual assessment of progress meetings and transfer vivas will now take place remotely using Microsoft Teams.

Can I apply for authorised interruptions or extensions to research degree programme submission deadlines?

The University will work to support the continuation of your research activities and programme of study, although this may mean that you need to adjust your plans to prioritise non-campus-based activities for the time being. Your supervisory team will remain available to you remotely.

In the event that you cannot continue with your research activities, whether in part or completely, please discuss with your Director Studies the options of applying for an authorised interruption to studies (in which case you will suspend your research degree programme for an agreed period of time and then resume once your research activities can continue) or an extension (where your research degree programme and activities continue, but you have an agreed period of additional time). You will need to discuss which of these is most appropriate in your circumstances and we will work with you to ensure that you are not disadvantaged by the current disruption.

How do I submit my thesis or complete corrections?

Please now submit documents electronically by emailing a PDF version to researchexams@uclan.ac.uk and this will be accepted as your submission.

I have a viva scheduled or due to be scheduled

We will be in contact with you regarding the arrangements. Viva examinations will be conducted remotely using video through Microsoft Teams.

What is happening with graduate research school training events?

You can still book on training events, but these will now be delivered remotely, rather than face-to-face. Where you have booked onto a training session, the PGR training co-ordinator will be in contact to confirm the arrangements. You can also contact training4research@uclan.ac.uk if you have any queries.

Is there any advice for international postgraduate research students?

If you have returned overseas you will not be withdrawn from your programme. If you are an overseas student your visa status will remain unchanged and you can continue with your programme, supported by your supervisory team.

If you have returned overseas, please do the following:

Email help4researchstudent@uclan.ac.uk so that they know where you are.

Continue to engage with your programme remotely, following the advice of your Director of Studies, and check your UCLan email account each day.

If you do not have a device or internet connection to continue your research degree programme remotely, please inform your Director of Studies.

14 Study Abroad

Is the study abroad programme going ahead?

All semester 1 study abroad/ISEP/Exchange/ERASMUS+ have been postponed until semester 2 2020/21.

We have been closely following the Foreign Commonwealth Office and Government advice to help inform our decision making with your safety as the key priority. We have also been closely monitoring the effect on the necessary requirements to allow you to travel overseas: the availability of flights, health checks, access to visa issuing centres/embassies, comprehensive insurance cover, entry bans for UK residents to certain countries, potential quarantine regulations on your arrival and the risk of further lockdowns requiring you to be repatriated. Additionally, we have been in constant contact with our partner university networks and a significant number of partners in all study destinations have now withdrawn from mobility schemes for semester 1 20/21.

Given all the above issues, our advice would be not to continue with your study abroad plans for semester 1. However, we are mindful that some of you have already bought flights, arranged visas and made arrangements with partner universities and we will therefore support you to continue with your plans as far as we can. This of course will depend on the country you are intending to study in and whether it is possible to travel there.

For those who have not already made any plans, we hope we can work with you to look at options for semester 2 depending on the global situation at that time.

What do you need to do next?

If you are planning to travel you need to have a completed risk assessment to make your insurance valid. This will need to be signed digitally by your head of school. Please contact [Saadia Morse](#) to make this arrangement.

Please make sure you understand the quarantine arrangements and Covid19 testing requirements for the country that you intend to visit before making your final plans.

If you have already made plans or want to travel in semester 1 please contact [Saadia Morse](#) with the details so we can support you as far as possible. If you are planning to travel to South Korea you will be required to quarantine for 14 days at an additional personal cost of £1,030.

If your period abroad involves two countries, you will be asked to give a preference as both may not be possible.

Once you have confirmed your intention to Saadia, study abroad will contact the relevant partner institutions to try to rearrange your placement and will contact you to finalise your plan.

What do I do about insurance?

Once you have completed the risk assessment you will be covered by the university insurance standard cover.

What will I be able to do in semester 1 if I am not travelling?

You will be able to attend final year classes in semester 1. By the start of October, the university will make a decision on whether study abroad is possible in semester 2. Should it not be possible to go overseas due to the ongoing Covid19 situation, you will be enrolled in the final year and will continue with your studies.

Will my student loan for the year increase if I only do a one semester placement?

UCLan will honour the reduced full year study abroad fee. This means that if you are a sandwich year student your fee will be £1000. If you are a year abroad student the fee will be £1350.

Should it become clear in semester 1 that it is not possible to go on the period abroad due to the ongoing Covid situation, you will be enrolled full time for the year and would need to apply for full fees.

I do not want to travel for just one semester, do I have any other options?

If you do not want to study in semester 1 20/21 and travel overseas in semester 2 20/21, your other options are to:

- Continue straight into year 3 of your degree. This means that you would not have a study abroad period as part of your degree
- Defer for one year (no study) and return to take your year abroad in 21/22

Please note that you will NOT be able to extend your study over two academic years (i.e. semester 2 20/21 and semester 1 21/22).

I have already spent money on health checks and visa applications. Will UCLan refund this?

If given our advice, you now decide not to continue with your plans for semester 1, UCLan will pay associated costs related to visas and health checks. You should refer these to [Saadia Morse](#) with receipts in the first instance.

Will I be able to go to the same partner I was due to visit in semester 1

The study abroad team and your course and subject leaders will do their utmost to rearrange your semester abroad at your original partner for semester 2, if this is what you want. However, this may not be possible as some partners have withdrawn from mobility schemes all year.

15 Travel, international student advice and student visas

I am concerned about my student visa - what should I do?

All concerns and questions around student visas should be referred to the University's Student Immigration and Compliance Team (SICT) for advice: SICTSupport@uclan.ac.uk

16 Tuition, fees and study

Is the University open?

Yes. Our courses are starting as planned in September and our main Preston campus will be staying open seven days a week to allow for a more flexible timetable.

Your teaching experience will have been communicated to you by email, with the majority of courses being a blend of face-to-face and online learning, unless you are on an e-learning programme, which was always delivered online. Help is available on the Student Support site to access:

[Software](#)

[Blackboard](#)

[Online Library services, books and journals](#)

[Careers](#)

Will there be an effect on students' learning?

No student will be disadvantaged as a result of the blended face-to-face and online learning. Teaching in small groups, seminars and tutorials will be crucial to your experience and lab-based learning, studios and specialist teaching that can be conducted in-person with social distancing applied will go ahead as normal.

We'll be delivering interactive lectures online so you can watch at a time suitable to you. Our digital learning provides a flexible and interactive experience and gives repeated access to material.

We have had some great feedback from students regarding your online learning experience at the end of the last academic year, but we are also listening to understand how we can improve the course materials.

Why should I pay full tuition fees if most of the learning is online?

We recognise that students are concerned about the impact of coronavirus on their studies during this unprecedented time. UCLan continues to work really hard to ensure that teaching, learning and assessments can continue as well as providing advice and support for all of our students. We are committed to ensuring you have the best student experience possible during these different times.

Whilst it is a different form of learning for all universities now, teaching, learning and support does continue, and the great news is that you will still have the opportunity to obtain your qualifications in the same timeframe that you expected. At UCLan we are ensuring as much face-to-face teaching on campuses as possible, in line with Government guidelines and social distancing. From September 2020 teaching for most courses will be a blend of online and face-to-face teaching. We have a very successful online offer and have invested significantly in online laboratory, simulation and computing facilities to ensure a great learning experience. The University has invested considerably during this period to ensure that teaching can run both online and in face-to-face sessions which has meant increased staffing time, IT system developments and other additional costs that have been absorbed to support our students' experience. As teaching and learning continues, you will still receive the tuition fees loan and the maintenance loans and/or grant from Student Finance, along with all other UK university students.

Our students will not be disadvantaged as a result of blended learning and online assessments. We want to reassure you that we will continue to support your learning albeit at the moment in a slightly different way and as soon as Government guidelines allow, we will be allowing more face-to-face teaching on our campuses.

17 Childcare

The pre-school on the Preston campus reopened on Monday 14 September. If you are interested in a place for your child, you will need to apply. Find out more [online](#).

18 The Library

[The library](#) is open 24/7 but a limited number of people will be allowed in at any time in line with social distancing guidelines. You will not be restricted to the days you are timetabled to come on campus, and you will be able to book in advance single occupancy study rooms.

Find out how many people are in the library, before you decide to visit by using our new [live data app](#). A "click and collect" service is available for books.

19 Sport and Social Activities

Sir Tom Finney Sports Centre has closed due to the national lockdown however online activities are available by [creating an account and downloading the UCLan My Wellness app](#). If you wish to activate your free sports membership at Sir Tom Finney Sports Centre, please email stfsportscentre@uclan.ac.uk

The Students' Union is open, including The Atrium for takeaway provision. The Essentials Shop and Source bar are currently closed due to the national lockdown restrictions.

Competitive sports fixtures will not take place until January 2021 but we're developing a coach-led programme of preparation for clubs ahead of the season starting. We hope we will be able to plan some recreational and localised competitive sport subject to government guidance at the time. A range of pop up sports and health and fitness activities are being planned, both digitally and physically

The Students Union is providing a range of activities and updated details are provided on [their website](#)

20 Where I can find further information and support?

The latest **student advice** will always be posted on the [Student Support news page](#).

National advice can be found at:

[Public Health England - Coronavirus \(COVID-19\): latest information and advice](#)

[Public Health England - Travel advice: coronavirus \(COVID-19\)](#)

[Foreign and Commonwealth \(FCO\) travel advice](#)

The University provides a high-quality information and support service, accessible to all students through [The Student Information and Support Centre the <i>](#).