

# Updated Coronavirus (COVID-19) Student Frequently Asked Questions

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## 1 Accommodation

### **Are there any special arrangements for moving into or returning to shared student accommodation?**

If you are living in or going to be living in shared accommodation with other students you will be classified, in keeping with government advice, as sharing a household and therefore you must continue to follow any guidance which relates to households.

Although most legal restrictions will be lifted on Monday 19 July, it is still important to continue following the [latest Government guidance](#) to help you stay safe and protect others.

We will be providing further information about moving into accommodation before September but following the [latest Government guidance](#) will help you stay safe and protect others by controlling the spread.

### **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](mailto: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?**

Most legal restrictions will be lifted on Monday 19 July but it is important to continue following the [latest Government guidance](#) to help you stay safe and protect others.

### **When can I return to campus?**

Your timetable will be populated a few weeks before the start of the academic year with the majority of courses starting from Monday 4 October 2021. We will be providing further information to current students about the return campus in over the summer. Please keep checking your UCLan email address.

### **When can I get a Covid-19 vaccination?**

Anyone over the age of 18 can now get a Covid-19 vaccination in England. You can find out more about Covid-19 vaccinations for students in the [frequently asked questions](#) provided by the NHS.

### **Is UCLan providing Covid-19 tests?**

For students coming onto campus over summer, there are a few changes to how Covid-19 testing is going to work.

We still ask that you continue to have two Covid tests three days apart every week. Arrangements are currently in place until the end of July, while we await further guidance on arrangements for August and whether testing will continue into the new academic year. All updates will be posted on the [student testing page](#) so please keep checking for further information.

Our campus testing centres have now closed but you will need to continue testing via home kits if you are coming onto campus.

On campus, home testing kits are available to collect until the end of July at:

- Preston - Adelphi Building Reception, Monday - Friday (excluding bank holidays), 12noon - 2pm.
- Burnley - Please collect from your local pharmacy or by [ordering online](#).
- Westlakes - Samuel Lindow Building, every Thursday, 10am - 12noon until 29 July.

No appointment is necessary for collection of home testing kits, but you do need to read the [Privacy Notice](#) summary in advance. You can also get home kits from your local pharmacy or by [ordering online](#).

Home kits will consist of 7 tests per box, to cover 3 weeks (twice per week every 3-5 days). Full instructions are provided in the kits, including information on how to upload your test result. Whether you are getting the home kit from campus or via another means, we ask you to select the following:

- School, college, or university when asked Tell us why you took this test?
- When asked What's the name or postcode of the school, college, or university? For Preston - enter BGHH, for Burnley - enter BGHI and for Westlakes - enter BGHJ

This will help us record our testing numbers more accurately as more students and colleagues return to campus.

Further information on rapid lateral flow tests can be found [here](#).

More information on testing from August will be shared as soon as more information becomes available. If you have further questions about the student Covid testing process and what your results will mean, please email [StudentTesting@uclan.ac.uk](mailto:StudentTesting@uclan.ac.uk)

If you are showing symptoms of Covid-19 you must immediately self-isolate and book an [NHS test. Apply online on GOV.UK. Or call 119 if you have problems using the internet.](#)

### **Do I need to get weekly tests if I am coming onto campus but have had the vaccine?**

Yes, you do still need to have weekly Covid tests if you are coming onto campus as the vaccine does not stop transmission of Covid-19.

### **Should I get tested if I have tested positive for Covid-19 in the past?**

If you have tested positive by PCR you should be exempt from routine re-testing by PCR or Lateral Flow Tests within 90 days from the start of your initial illness or test (if you had no symptoms) unless you develop new Covid-19 symptoms or are part of a programme of testing where this is explicitly agreed. This is because fragments of inactive virus can be detected by PCR long after a person has completed their isolation period and is no longer infectious.

You are still required to self-isolate if you are identified as a close contact of a positive case, even if this is within the 90-day window. However, you may choose to take a Lateral

Flow Test after the isolation period. If you do get a positive Lateral Flow Test, you will be required to self-isolate for 10 days or longer if symptomatic.

### **What should I do if I experience coronavirus symptoms?**

If you are displaying [any main symptom of Covid-19](#), then you must not come onto campus. You must immediately self-isolate and will need to book a [Covid-19 PCR test](#). You should also report this to us [using this form](#). More information about the next steps and support available can be found below and on that page.

### **How long is the self-isolation period if you think you have Covid-19?**

The self-isolation period is 10 days for:

- People who test positive from onset of symptoms or from the point of taking a positive test if asymptomatic;
- People who have come into close contact with someone who has tested positive for Covid-19.

However, from 16 August if you have had a double vaccination then self-isolation of close contacts will no longer be required unless you subsequently test positive if advised to take a PCR test.

You must follow Government guidance regarding self-isolation which is a legal requirement. Full details are available on the [Government website](#).

### **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](#)

### **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.

### **When should I get a test for Coronavirus (COVID-19)?**

#### **Asymptomatic Testing**

If you do not have symptoms and you are coming onto campus, you should get twice-weekly asymptomatic tests using home testing kits.

The asymptomatic Lateral Flow Tests are meant for people who do not show symptoms and who are not close contacts of confirmed cases. Please do not use these tests if you are showing symptoms of Covid-19 as you must immediately self-isolate and book an [NHS test](#).

If you have further questions about the student Covid testing process and what your results will mean please email [StudentTesting@uclan.ac.uk](mailto:StudentTesting@uclan.ac.uk)

## Symptomatic Testing

If you are showing symptoms of Covid-19 you must immediately self-isolate and book an [NHS test. 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 need to self-isolate:

- You should remain in your room
- Contact the University by using [this form](#)
- Please inform your course leader so online alternatives to any face-to-face sessions can be arranged
- Please contact your course leader if you are unwell and unable to study from home, so your absence can be logged
- Please contact Security if you need urgent support on 01772 892068 or [via the SafeZone app](#)

In addition:

- If you live in UCLan Accommodation, please inform the student accommodation team by emailing [studentaccommodation@uclan.ac.uk](mailto:studentaccommodation@uclan.ac.uk)
- If you live in private halls, please inform your landlord.
- If you live in UCLan owned accommodation, our team will be on hand to support you with food parcels and other services during your isolation period.
- All students 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.

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 **10 days** from the start of their symptoms.

If you have symptoms you should book an [NHS test. Apply online on GOV.UK. Or call 119 if you have problems using the internet.](#)

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.

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 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 and follow the instructions above under *What happens if I must self-isolate in university halls because I or someone in my flat has symptoms?*

## 4 Assessments

Assessments have continued throughout the 2020/21 Academic Year and we have compiled some useful [frequently asked questions](#) to give you further information on the application of the No Detriment procedure.

## 5 Campuses (UK)

### What are the safety and hygiene measures in place on campus?

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

- Social distancing measures and reduced building and room occupancies
- Face coverings, which you must continue to wear on our campuses until 31 August 2021 when moving around university buildings, including the Library, to respect others and help keep each other safe. Face coverings do not need to be worn when sitting down in refectories, the library or teaching spaces.
- Sanitiser, wipes and 'keep left' signs
- All areas are cleaned regularly throughout the day, including bathrooms and restaurants and classrooms. Antibacterial wipes are available in high turnover areas like the library and computer rooms, for you to clean your keyboard and mouse before using.
- Our on-campus food and drink outlets use Perspex screens to separate you from staff, and those making your food will wear masks and gloves. The Atrium, Essentials Shop and Source Bar are currently closed. Harrington refectory and Foster Coffee cube is open.
- 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). [Download the SafeZone app](#) from the app store to quickly alert security.

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. 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?

Face Coverings must continue to be worn on our campuses until 31 August 2021 when moving around university buildings, including the Library, to respect others and help keep each other safe. Face coverings do not need to be worn when sitting down in refectories, the library or teaching spaces.

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

Clear masks can prevent isolation and loneliness for students who lip read to support communication. Please contact Adelphi Reception if you require a clear mask

## **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 online?**

The majority of your teaching and learning will be on campus, in person from the start of the new academic year, unless you are on an e-learning course. If 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 Mitigating Circumstances**

The No Detriment procedure is in place during the 2020/21 academic year to ensure you have the best possible chance of getting the grades you deserve. It is important that you attempt all exams and assessments on the original dates, but should you need to, you will be given the opportunity to make a further attempt. If you're unsure of how the No Detriment procedure will work for you, we have compiled some useful [frequently asked questions](#) to explain the process and provide further advice.

If you still need to apply for Mitigating Circumstances, you can find out more about the process on the [Student Support site](#).

## **9 Graduation and other events**

### **When will the postponed graduation ceremonies take place at Preston?**

Government guidance allowing, our summer graduation ceremonies will take place from 6 - 17 September on the Preston Campus. We can't wait to welcome all students who graduated in 2020 and July 2021 to celebrate your terrific achievements.



We will be in touch with students directly regarding the details and you can [find out more](#) on the Student Support site.

## **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](#).

## **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](mailto: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 [financial support](#) and advice available nationally and from the University. It is still important to manage your money and budget well and seek help or speak to someone if you are worried.

### **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?

Research is ongoing but in line with the latest Government guidance.

## 14 Study Abroad

### Is the study abroad programme going ahead?

All semester study abroad/ISEP/Exchange/ERASMUS+ have been postponed until further notice in line with Government guidance and we will provide further advice on this as soon as we can.

## 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](mailto:SICTSupport@uclan.ac.uk)

### I'm an international student and have already made travel arrangements to return to university. What should I do?

[What you need to do](#) depends on where you have been in the 10 days before you arrive in the UK.

Students coming to the UK to study should:

- Check additional entry requirements and [restrictions](#) that have been introduced due to Covid-19 before travelling to the UK.
- Have already organised accommodation in advance of arriving in the UK. You will be asked of details of where you will be staying when you arrive in the UK. [Further advice](#) on how to quarantine in England is available.
- Get proof of a [negative coronavirus \(Covid-19\)](#) test to travel to England. Travellers to the UK will be required to take a PCR test 72 hours prior to leaving their home country, which they must pay for. They will also be required to book and pay for two Covid-19 tests for when they are in 10 days self-isolation within the UK. [Further information can be found on the Government website.](#)
- If you arrive from a [red listed country](#) you will be taken straight to a government quarantine hotel for 10 days, which you will have to pay for. The current cost is £1750. [Further information can be found on the Government website.](#)

### I'm an international student who will be returning, should I take extra measures to reduce the risk of transmissions of the virus?

If you have travelled from a country where you are required to self-isolate in your accommodation upon arrival, you should only use public transport to get to your accommodation if you have no other option and you should follow the [safer travel guidance for passengers](#). The University can provide support if you need to self-isolate - please see the question and answer above What support can I get if I need to self-isolate?

### I'm an international student who would like to travel home, what do I need to do?

Please [check the latest UK Government travel advice](#), which has recently been updated.

If you are travelling internationally to your home:

- [Check foreign travel advice for the country you're travelling to or transitioning through](#)
- [Contact the <i>](#) to get a confirmation of study letter if you haven't already got one
- If you need a negative Covid-19 test to enter a country, you should use a [private test provider](#). The University lateral flow tests and the home testing kits cannot provide the documents you need.

## **16 Tuition, fees and study**

### **Will exams and assessments be moved?**

No. All exams and assessments have been online, unless there are specific professional body requirements, such as clinical for example. Please speak with your course team if you require further details about your exams and assessments.

### **Why should I pay full tuition fees if some of my learning is online?**

UCLan continues to work really hard to ensure that teaching, learning and assessments can continue as well as providing advice and support for all 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. We have a very successful online offer and have invested significantly in online laboratory, simulation, and computing facilities to ensure a great learning experience. As teaching and learning continues, UK students will still receive the tuition fees loan and the maintenance loans and/or grant from Student Finance, along with all other UK university students.

## **17 Childcare**

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

## **18 The Library**

The [online library](#) is open 24/7, the Preston Campus Library is open 7am - 10pm every day and the Burnley Campus Library is open 8.30am - 4pm, Monday to Friday. We still have reduced capacity in the University libraries and you should only visit campus and the facilities that are open if:

- you are on a course which is continuing over the summer
- you are already on campus in University halls of residence
- in exceptional circumstances to do your online learning because you do not have access to appropriate study spaces or facilities
- your research has been approved to continue on campus because you cannot work from home
- you require additional support such as mental health or well-being provision.

If you do need to come onto campus for one of the above reasons, you should:

- have taken asymptomatic Lateral Flow Tests three days part and tested negative,
- not have any Covid symptoms or been told to self-isolate by Test & Trace
- follow social distancing guidelines, wear a face covering when moving around or have a valid exemption lanyard.

At this time, the facilities cannot be used for socialising and anyone who is not following the guidelines may be asked to leave and we may have to look at closing some facilities if the guidance is not adhered to.

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](#) is open and classes have restarted. There are no changes to the current reduced opening hours (9am-4pm weekdays and closed at weekends) and you need to [book online](#).

The Students' Union building is open to access help and information from the Welcome Point, weekdays 9-5pm. The Students' Union Atrium and Source Bar will remain temporarily closed.

Competitive sports fixtures are taking place again and you can find out more about the schedule and training sessions on the [Students' Union What's On](#) pages.

## 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>](#).