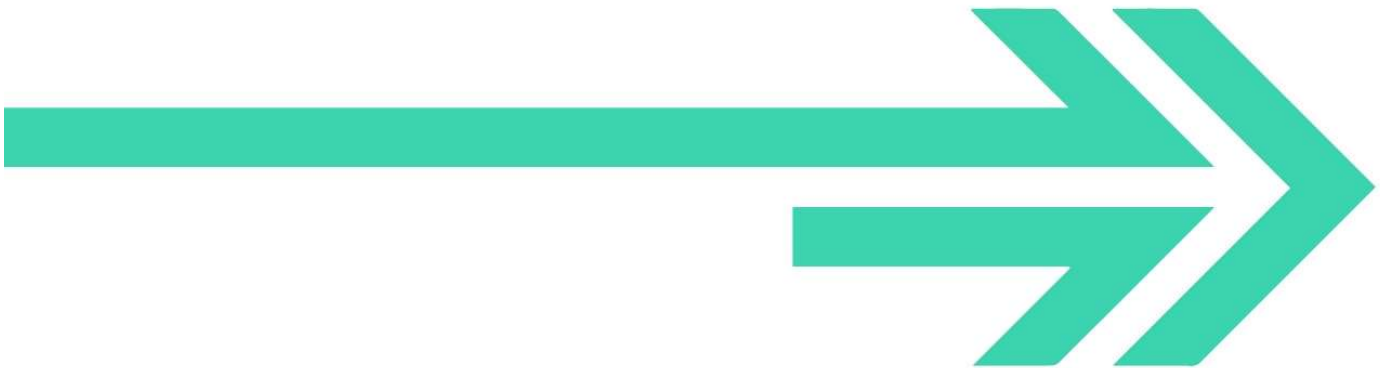




# WE'RE BACK!

## Coming in to QA Higher Education Campuses



**Our measures and protocols to create a safe and welcoming environment for our students and staff.**

We understand that many students and staff are eager to return to the classroom. We also understand that many others are apprehensive or uncertain of what to expect.

We are committed to providing the same high quality learning experience for our students whilst providing peace of mind that we have the necessary protocols in place to create a safe learning environment for everyone.



## CONTENTS

AHEAD OF YOUR VISIT .....	3
BEFORE YOU LEAVE HOME.....	4
TRAVELLING TO OUR CENTRES.....	5
WHEN YOU ARRIVE.....	6
WORKING WITH NHS TEST AND TRACE .....	8
USEFUL LINKS .....	10



## **AHEAD OF YOUR VISIT**

### **Pre-opening**

A full risk assessment of our classrooms, study spaces, offices and QA campuses have been carried out by an independent health and safety consultant.

A deep disinfectant clean of our space has been carried out using recommended COSHH chemicals for COVID-19.

All desks, chairs and equipment will be sanitised before each day. We've increased our cleaning regime and all areas will be deep cleaned at the end of each day, whilst key areas will be cleaned at regular intervals throughout the day.

### **Before you come in**

We're limiting the capacity in our teaching centres to facilitate social distancing measures and so it's important that you book your visit with us – this must be done a minimum of 24 hours in advance.

We're implementing an online booking system that will enable you to book a dedicated study space. This will be available on our website with full instructions.



## BEFORE YOU LEAVE HOME

**Please only make plans to leave home and come in to our teaching locations if you are feeling well enough to do so.**

If any of the points below apply to you, **DO NOT** come in and notify us immediately:

- If you are showing any symptoms of COVID-19 (a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste)
- You've tested positive for COVID-19
- You live with someone who has symptoms or has tested positive for COVID-19
- Someone in your support bubble has symptoms or has tested positive for COVID-19
- You've been told by NHS Test and Trace that you've been in contact with a person with COVID-19
- If you are required by the UK Government to be self-isolating following travel to another country – full details of travel corridors and requirements is available at [gov.uk/uk-border-control](https://www.gov.uk/uk-border-control)



## TRAVELLING TO OUR CENTRES

When travelling in to one of our teaching centres, we recommend that everyone follows the current Government guidelines, ensuring that we all do what we can to keep ourselves and others safe.

### Here's some things to consider:

- If you are driving – only share your car with people you live with or who are in your support bubble.
- Consider alternative travel arrangements – can you walk or cycle? We're working to increase space for bike and scooter storage.
- If you are using public transport:
  - Try to sit or stand well away from others
  - Remember that face coverings are currently mandatory unless you are exempt under medical grounds – there's guidance on the Government website about face coverings, including how to make your own!
  - Think about timings – are you able to travel off-peak when transport is quieter?



## WHEN YOU ARRIVE

We're delighted to welcome you on to campus! Once you're here, there are some key things you need to be aware of.

We've put a number of measures in place across our teaching locations and it's important that you follow any instructions we give you.

### Arriving

You'll be asked to sign in and out at reception using an online form to support NHS Test and Trace and to help us manage capacity on campus. This is a legal requirement and it is critical that all students and staff comply with NHS Test and Trace protocol. Failure to do so may result in disciplinary action being taken against you.

If you have any problems with the form, our team at reception will be able to help you.

### Signage

We've put signage up around campus, including where there are one-way walking routes, limits on lift capacities and entry/exit routes – please pay close attention to these and make sure you follow the signs. They are there to keep everyone safe.

### Social distancing

To follow social distancing requirements, our classrooms, meeting rooms and study spaces might look a bit different. We'll have signs up to help make it clear how you can use each space and area you are in.

We've moved desks, seats and tables to meet social distancing requirements – please avoid moving them.

Please respect each other's space – please avoid congregating around printers, watercoolers and microwaves.

Our lift capacities have been reduced as appropriate and we've increased signage to highlight stair access routes.

We've installed protective Perspex screens at our service desks too.



### **Hand sanitiser stations / face coverings / gloves**

Face coverings will be available from our reception – we request that they are worn in corridors when moving around campus as well as in the libraries and study spaces. Please be aware that we may request that you also wear these when in classrooms where appropriate to meet social distancing requirements.

We recognise that for some people, face coverings may present difficulties. For example, people who are asthmatic or have hearing difficulties and therefore may need to see other's faces to understand what is being communicated. Please be mindful that people may choose to not to wear a face covering for a good reason and be kind to one another.

Remember that wearing a face covering is not a replacement for other ways of managing your safety - such as increased hand-washing or maintaining social distancing.

You can also request gloves from our reception should you wish to use them.

Hand sanitiser stations will be located around the campus – please don't move them.

### **Cleaning**

We've increased cleaning regimes and all areas will be deep cleaned at the end of each day, whilst key areas will be cleaned at regular intervals throughout the day.



## WORKING WITH NHS TEST AND TRACE

We are working together with the NHS Test and Trace Service to stop the spread of COVID-19.

As part of this, when you are on-campus, we will ask you to register your arrival using our online form, including your contact details. We will also ask you to log the time you leave campus too.

As per the Government guidelines, these details will be retained for 21 days to enable contact tracing to be carried out throughout that period.

All contact details will be stored securely and destroyed in line with GDPR guidance. We will only ever share your information with NHS Test and Trace where it is specifically requested.

### NHS COVID-19 App

The NHS COVID-19 App has been developed as part of the NHS's large scale COVID-19 testing and contact tracing programme. It will be used, alongside traditional contact tracing, to notify users if they come into contact with someone who later tests positive for COVID-19.

At the time of writing, the NHS COVID-19 App has not yet been released for wider public use.

Once launched for public use (scheduled for late September 2020), we expect to update our signage on campus to include QR codes for those with the App to be able to log their location.

The NHS COVID-19 App will be available on iOS and Android devices. You can find more information about the App [here](#).

Instructions for downloading and installing the App are available using the following links:

- [iPhone users](#)
- [Android users](#)

## If you develop COVID-19 symptoms

If you have [symptoms](#) of COVID-19 however mild, self-isolate for at least 10 days from when your symptoms started. You should arrange to have a test to see if you have COVID-19 – go to [the testing page](#) on the NHS website to arrange this. Do not go to a GP surgery, pharmacy or hospital.

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





**If you live with others**, all other household members need to stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill or if they do not have symptoms, from the day their test was taken. If anyone else in the household starts displaying symptoms, they need to stay at home for at least 10 days from when their symptoms appear, regardless of what day they are on in their original 14-day isolation period.

For the latest and full guidance if you develop COVID-19 symptoms please go to the [Government website](#).

### **If you are on campus and feel unwell**

There will be a specific room allocated in each campus location for use by any student or staff member feeling unwell. There will be signage on-campus confirming which room to go to.

Please notify a member of staff as soon as possible so we are able to look after you and follow the correct protocols.

If anyone starts showing any signs of COVID-19 symptoms, they will be asked to go immediately to this room and we will notify our site lead.

Site	Site lead
Birmingham	Amy Brewill & Kasam Ali
London – Middlesex Street	Walieur Rahman
London – Rosebery Avenue	Lorraine Walsh
Manchester	Carrie King

### **If you have left campus and start to feel unwell**

If you develop symptom of, or test positive for COVID-19, and have been on campus within the past 7 days, please notify us immediately by emailing [QAHETRACK@qa.com](mailto:QAHETRACK@qa.com) so we can take all necessary precautions and, where applicable, notify anyone who may need to self-isolate.

### **If you live with someone who has tested positive for COVID-19**

If a member of your household has tested positive for COVID-19, you must stay home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill or if they do not have symptoms, from the day their test was taken. If you start to display symptoms, you need to stay at home for at least 10 days from when your symptoms appear, regardless of what day you are on in your original 14-day isolation period.



## USEFUL LINKS

For the latest QA Higher Education guidance and to book a space on campus:  
[qahighereducation.com/covid19](https://qahighereducation.com/covid19)

NHS website for checking your symptoms and booking a test:  
[nhs.uk/coronavirus](https://nhs.uk/coronavirus)

Information on the NHS COVID-19 app:  
[covid19.nhs.uk](https://covid19.nhs.uk)

UK Government guidance on countries exempt from 14 day self-isolation:  
[gov.uk/uk-border-control](https://gov.uk/uk-border-control)

If you develop COVID-19 symptoms or test positive for COVID-19 please email:  
[QAHETRACK@qa.com](mailto:QAHETRACK@qa.com)

if you need to self-isolate, please contact our Welfare Team to make sure we can help support you and your wellbeing

London students

Tel: +44 (0)207 656 8460  
Email: [studentwelfarelon@qa.com](mailto:studentwelfarelon@qa.com)

Birmingham & Manchester students

Tel: +44 (0)121 616 7470  
Email: [studentwelfarebham@qa.com](mailto:studentwelfarebham@qa.com)

All information contained in this document is correct at the time of update.

<b>Document version</b>	<b>Last updated</b>
Version 1.0	21/09/2020