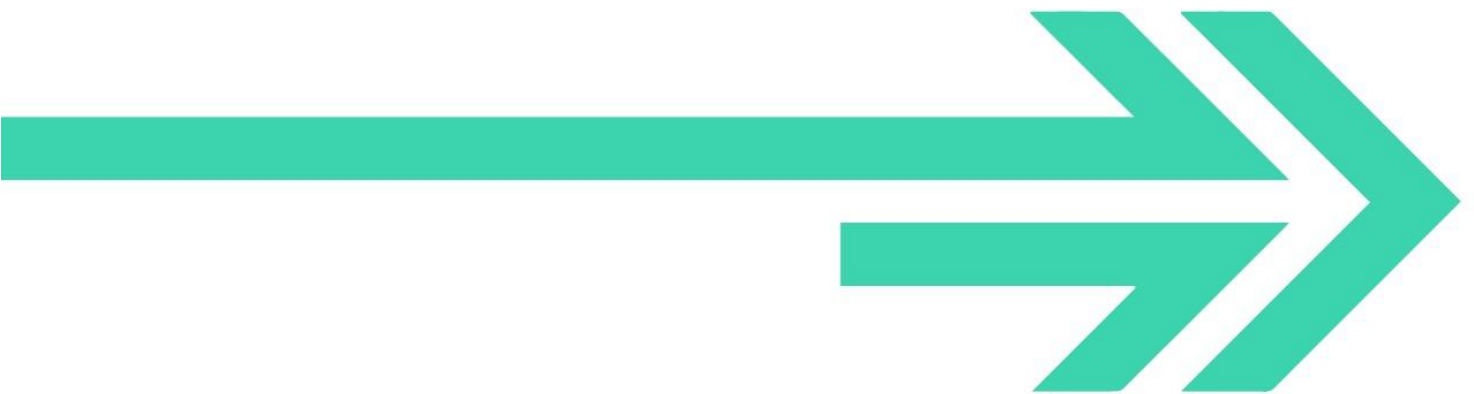




Coming in to QA Higher Education Campuses



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

We are committed to providing the same high-quality learning experience for our students as we navigate the continuing changes resulting from the coronavirus pandemic. This document outlines the protocols we have put in place to create a safe learning environment for everyone.



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AHEAD OF YOUR VISIT

Cleaning

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 are continuing our enhanced cleaning regime with all areas deep cleaned at the end of each day and key areas cleaned at regular intervals throughout the day. You will also be able to access antibacterial wipes so you can clean the surfaces around you.

Before you come in

To help us manage capacity in our teaching centres you will need to book a place ahead of your visit. This includes if you are planning to use any study spaces, library facilities or meet with one of our support teams on days where you have timetabled on-campus classes. You do not need to book if you are only coming in to campus for your on-campus timetabled teaching.

You can do this using our online booking system, allowing you to book a dedicated self-study space or appointment with one of our student support teams.

[Visit our website here](#) for full instructions on how to book.

Testing

The test for people without symptoms of Covid-19 is called a rapid lateral flow test (LFT). In England, anyone who does not have Covid-19 symptoms can now access and test using the free LFT.

We request all students and staff to regularly test themselves and receive a negative Covid-19 result before coming into campus. For more information, please see the [Government guidance here](#).

If you experience any symptoms of Covid-19, you will need to have a PCR test – these can be accessed for free using the [Gov.uk website here](#) or the NHS COVID-19 app.



BEFORE YOU LEAVE HOME

Please only make plans to leave home and come into 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 following the instructions detailed on our [website here](#). If you have an appointment on-campus booked, instructions on how to cancel are included in your booking confirmation email.

- If you are showing any symptoms of Covid-19 (these are often a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste – you may experience other symptoms such as fatigue and high pulse rate – a full list is [available here](#))
- You've tested positive for Covid-19 either through a PCR test or LFT.
- You've been identified as a contact of a person with Covid-19, or have been advised by NHS Test and Trace to self-isolate
- If you are required by the UK Government to be self-isolating following travel to another country – full details of red, amber, and green lists, and travel requirements is available on the [Gov.uk website here](#)

Please note all contacts of Omicron cases must self-isolate regardless of your vaccination status. You will be contacted by NHS Test and Trace.

The full rules regarding when to self-isolate are on the [NHS website here](#).

Accessing our Support Teams from home

Your continued access to learning and support is our priority. That's why we are continuing to make online and phone appointments available with our Student Support teams. To book an appointment with one of the teams, please visit our [online booking page here](#).



TRAVELLING TO OUR CENTRES

When travelling in to one of our teaching centres, we recommend that everyone follows the current Government and local guidelines, ensuring that we all do what we can to keep ourselves and others safe. Please continue to check the [Government's safer travel guidance here](#).

The Government continues to encourage everybody to act carefully and remain cautious to limit the transmission of the virus.

Here's some things to consider:

- If you are driving – we recommend you limit the number of contacts you share your car with to help minimise the number, proximity and duration of social contacts.
- Consider alternative travel arrangements – can you walk?
- If you are using public transport:
 - Remember that face coverings are mandatory on transport networks unless you are exempt under medical grounds
 - Try to sit or stand well away from others
 - Think about timings – are you able to travel off-peak when transport is quieter?



WHEN YOU ARRIVE

Once you arrive, there are some key things you need to be aware of.

We've put 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 by scanning our QR code and filling in an online form – this is a mandatory requirement for all students and staff to enter the building. Failure to do so may result in disciplinary action being taken against you.

Please note, this is separate from the NHS COVID-19 app, which will also be available to scan upon your arrival. If you have any problems with the form, our team at reception will be able to help you. We have also printed some business cards with the check-in and check-out QR codes on as well as the web address to the form.

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 data with NHS Test and Trace where it is specifically requested.

We encourage you to use the NHS COVID-19 app; there will also be NHS QR codes for you to use should you wish to check in using this in addition.

Please also ensure you are wearing a face covering, unless exempt, that covers your nose and mouth and continue to wear this when you move around the building, in breakout spaces and in communal areas where social distancing of 2 metres is not possible.

Signage

Should we need to restrict entry to any parts of the buildings as a result of our continued campus expansions, we will put signage up to notify you of any restricted access, please pay close attention to these and make sure you follow the signs. They are there to keep everyone safe.

Social distancing

We are encouraging all students and staff to continue to act carefully and remain cautious.

This means continuing to leave space between where you choose to sit in classrooms, breakout and study spaces to minimise proximity of social contacts, following any signage on desks and furniture.

Please respect everyone's space and continue to support each other, and avoid congregating around printers, watercoolers and microwaves.



Protective Perspex screens will remain in place at our student interaction points around campus.

Face coverings

Face coverings when worn correctly covering your nose and mouth, can be an effective method to help protect us all from the virus, reducing the risk of transmission.

We request all students and staff wear a face covering (unless exempt) when moving around our campuses, in breakout spaces, libraries, lifts and classrooms where social distancing of 2 metres or more is not possible.

We also request that face coverings are worn by students and staff (unless exempt) for one-to-one appointments where a social distance of 2 metres or more cannot be maintained throughout the appointment. If a distance of 2 metres or more can be maintained throughout the appointment, face coverings can be removed at the instigation of the staff member if all attendees are comfortable doing so.

Face coverings will be available from our reception should you have forgotten to bring one.

We recognise that for some people, face coverings may present difficulties. Please be mindful that people may choose to not wear a face covering for a good reason which may not be visible and be kind to one another as we all continue to adjust. If you are exempt from wearing a face covering, please email our Welfare Team at qahe.welfare@qa.com.

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

Hand sanitiser

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

Cleaning

We will be maintaining thorough 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. You will also have access to antibacterial wipes to clean your desk area and surrounding surfaces.



WORKING WITH NHS TEST AND TRACE

We continue to work with the NHS Test and Trace Service to stop the spread of Covid-19 and encourage all students and staff to support this through the use of the NHS COVID-19 app.

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 is being used, alongside traditional contact tracing, to notify users if they are identified as a contact of someone who later tests positive for Covid-19.

It is a free app which is available for Apple and Android smartphones. The app includes a symptom checker, contact tracing functionality, local area alerts and venue check-ins.

You will see NHS Test and Trace QR codes in each of our campuses so those with the app will be able to scan the NHS QR codes to log their location and further support contact-tracing.

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, you must follow the Government guidance [here](#), which outlines testing and self-isolation requirements that you must follow. Please notify us as soon as possible, you can find the details of how to do this on our [website here](#).

If you are not experiencing symptoms but have tested positive for Covid-19, you must follow the instructions that are given to you by the NHS and Government as [outlined here](#). Please also notify us following the process on [our website](#) to ensure we are able to support you.

The Government website also explains the requirements should one of your household or contacts develop symptoms or be instructed to self-isolate.

For 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	Nicola Tillsley & 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 symptoms of, or test positive for Covid-19, and have been on campus within the past 10 days, please notify us immediately by following the steps detailed on our [website here](#) so we can take all necessary precautions and, where applicable, notify anyone who may need to self-isolate through the NHS Test and Trace process.

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 notify us by following the steps detailed on our [website here](#). You must follow the guidance issued to you by the Government and NHS – you can also check the [Government guidance here](#).

If you are instructed to self-isolate

You are required to self-isolate if:

- You test positive for Covid-19
- You have symptoms of Covid-19 and are awaiting your test results
- You have been identified as a contact of someone who has tested positive or are contacted by NHS Test and Trace and instructed to self-isolate

Please note all contacts of Omicron cases must self-isolate regardless of your vaccination status. You will be contacted by NHS Test and Trace.

If any of the above apply to you, please notify us following the steps outlined on [our website](#) to help us ensure that you have all the right support in place and so we can follow all required processes required by law.

The full rules regarding when to self-isolate are on the [NHS website here](#).



USEFUL LINKS

For the latest QA Higher Education guidance and to book a space on campus:

qa-highereducation.com/covid19

NHS website for checking your symptoms and booking a test:

nhs.uk/coronavirus

Information on the NHS COVID-19 app:

covid19.nhs.uk

UK Government guidance on traveling from another country to England, including information on testing and self-isolation requirements, and which coronavirus vaccinations are recognised by the UK:

gov.uk/guidance/travel-to-england-from-another-country-during-coronavirus-covid-19

If you develop Covid-19 symptoms or test positive for Covid-19 please visit:

qa-highereducation.com/covid19-notify

Remember, our Student Welfare Team are always on hand to support you with any queries or personal matters that you may come across during your studies. Our friendly team are here to help, no matter how big or small you think your issue is. They can be contacted using the below details:

Phone: +44 (0)121 756 9578

Email: gahe.welfare@qa.com

qa-highereducation.com/student-welfare-support/

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

Document version	Last updated
Version 1.0	21/09/2020
Version 2.0	04/11/2020
Version 3.0	22/07/2021
Version 4.0	07/12/2021