



## St.Andrew's College pre-arrival FAQs in the context of Covid-19

### **1. We are finding that there are currently fewer flights available and tickets are more expensive.**

Students may wish to consider remaining in the UK during some of the holidays in order to reduce the cost of travel over the year. Whilst we understand that they will be keen to see their families, perhaps it is reassuring to know that if they decide to stay in the UK over Christmas and Easter, they will be well looked after in our host families.

### **2. If we are required to quarantine for 14 days quarantine upon arrival, will the college help us and how can we access our lessons?**

We believe that by the time we reach September, the quarantine requirement will no longer be in place. If it is, we can easily quarantine students in their rooms in their halls. They will receive meals in their room and will be provided with clean bed linen on a weekly basis. Those in twin rooms will be given a single for quarantine if we are not full. Alternatively, those in twin rooms could arrive two weeks before the start of term or quarantine in a host family.

### **3. I'm worried about contracting the virus while in the UK. What will the college be doing to help to keep me safe?**

The college will be taking many precautions so that the risk of contracting the virus in our buildings is minimised. This includes classroom layout, frequent cleaning, one-way systems where possible, reducing staff numbers on site, ventilation and hand sanitiser in many locations on the site.

The number of cases and the R number are currently decreasing in the UK. All students will receive a Covid-19 induction, with recommendations on what they can do to keep themselves and fellow students safe.

### **4. What if there's a second wave of virus and students have their flights cancelled?**

Any students who are registered with our college will be looked after in accordance with the National Minimum Boarding Standards until they leave for their own country. This applies

both in term time and during the holidays because the college has a duty of care to its students.

**5. What would we do as a college if a second wave comes?**

The college has a detailed risk assessment with accompanying measures to be implemented which mean that it can operate in a way that should keep its students and staff safe. The college is now set up well for online learning and if it is felt that students would be safer in their halls, it is simple to switch to remote lessons.

**6. How do we plan to ensure the social distance and any other measures to keep students safe as a college?**

We have measured the classrooms and have an awareness of maximum numbers per class if we maintain a distance of 1m between students. The common rooms will have floor markings that show students how far apart to stand and hand sanitiser will be available throughout the college. Cleaning will be carried out several times each day.

Each hall of residence will be considered a 'household', which means that it is like a family. All students will receive a Covid-19 induction, which advises them on how to reduce the risks for themselves and others. The rules on self-isolation may change between now and September but if all students in your hall are required to self-isolate, they will be looked after well in the usual way and we will provide them with online learning until they can attend college in person once more. By isolating groups of students in this way, we aim to protect the rest of the college community.

**7. Will you ensure a sufficient supply of sanitizers or masks?**

There are currently no problems with purchasing hand sanitiser or masks. We do recommend, however, that students bring their own reusable/ washable masks.

**8. How does the UK government plan to eradicate the spread of the virus and to keep the country safe in general?**

The UK government has a traffic light/ alert level that it uses to indicate to the public the severity of the situation. A track and trace system is now being implemented in order to reduce the spread of any infections and on or prior to arrival students will also be given details of this system.

Businesses that have been allowed to reopen must adhere to safety requirements.

There is now a continuing downward trend in cases and the gradual removal of restrictions so far hasn't led to an increase in cases.

**9. For students who are above 18 years old, what if they can't sign up the UKVI IELTS/UKVI Academic PTE exams and can't submit any qualified language certificate for visa purpose?**

Students over 18 have to be tested at an approved test centre. Students whose visa application is delayed due to difficulties with their English test can start their course online from their home country while they are waiting for their visa. Likewise, if their visa is granted but they are unable to travel to the UK on time, they can start their course online and arrive later. Some students may also be able to start their course in January instead of in September if they prefer but this will need to be assessed on a case by case basis.

#### **10. How will you ensure safe travel from the airport to the residence/homestay?**

We'll be working closely with our taxi partners to make sure that your journey from the airport is safe. The taxi company that we use requires its drivers to:

- Wipe down the vehicle touch points with a disinfectant wipe after each journey, including the seat backs, seatbelts, door handles, window controls, neighbouring seats
- Use antibacterial spray in the car after journeys
- Ensure there are tissues available for passengers at all times
- Avoid shaking hands with passengers
- Wear a facemask

They ask their passengers to:

- Wear a facemask
- Follow the driver's instructions on where is best to sit in the car – they will be placing customers as far from the driver as possible
- Maintain social distancing as much as is possible for example stepping back when the driver takes the passenger's bag
- Use the hand sanitiser provided or supply your own

#### **11. What will you do if you have students who tested positive while in college? Is there somewhere to quarantine them? How will they be cared for?**

If a student tests positive, they will be required to self-isolate in their accommodation. Their welfare will be constantly monitored by their house manager or their host parent, supported by the Head of Pastoral Care and Head of Boarding in the college. As mentioned above, if a student tests positive then the rest of the household will also be required to self-isolate. The level of care will remain high and logs completed accordingly. We always encourage students to keep in touch with their parents as much as possible as that helps to reassure them.

The NHS is very well prepared for Covid-19 patients. Even during the peak, it didn't need to use its additional temporary facilities. Hygiene and infection control measures in hospitals are effective and hospitals have separate areas for Covid-19 patients. Areas of the hospital that would normally be busy (such as shops and cafes) have been closed in order to reduce the risk of the virus spreading.

**12. I heard a story about a student from China who was spoken to rudely by a member of the public in relation to Covid 19 and I am worried about that happening to me.**

The situation has moved on significantly. Many English people now wear masks and the virus is now considered to be a world problem rather than something that relates mostly to China. Racism or discrimination of any kind is not tolerated within the college. As an international college, we are proud to say that our students accept other races and cultures, and incidents of bullying are rare, but we will not hesitate to discipline anyone who is found to be bullying or harassing classmates. If students experience racism or harassment outside of college, we will offer them support such as counselling, and if the incident is severe the college will help them to take the matter to the police. Racist abuse is against the law in the UK.

**13. What will happen if a student tests positive?**

1. If symptoms are manageable, the student will be looked after by their house manager (HM) or host parent (HP) in their accommodation.
2. The HM/HP will check on them every hour during the day and as always, is contactable at night. The HM will do a last check at around 11pm before the student goes to sleep.
3. Meals will be brought to their room and clean bed linen will be brought to them each week.
4. If symptoms are severe, we will follow the college Medical Emergency Policy and an ambulance will be called. All of our HMs are trained in first aid.
5. Other students in that hall of residence will also be required to self-isolate because it is possible that they will have been in contact with the student.
6. If the HM requires further support, there are several members of staff who can help.