



**Norland College  
COVID-19 Risk  
Mitigation Guidance**

## **Introduction**

We are looking forward to welcoming all our staff and students back to Norland at the beginning of September. We are committed to providing a safe working and learning environment to help reduce the transmission of COVID-19 within the Norland community.

The purpose of this document is to outline and share with all our stakeholders the risk mitigation measures we are taking to minimise the spread of COVID-19. We cannot completely guarantee that we will remain free from COVID-19, but, if we all work together, we can help to minimise the risk for Norland and the local community. All our measures are based on a range of official guidance, as well as the Norland College COVID-19 Guiding Principles, and have been drawn up in consultation with staff, students and stakeholders.

Please note that the actions outlined below are temporary measures. We very much hope that we will be able to transition back to our pre-COVID arrangements during the course of the academic year.

This document is based on a range of official guidance, including all the relevant government guidance related to COVID-19, the guidance related to Higher Education (reopening buildings and campuses), the Bath and North East Somerset Local Outbreak Management Plan, and guidance from the Advisory, Conciliation and Arbitration Service (Acas) for employers and employees, along with regulatory guidance from the Office for Students (OfS), the Quality Assurance Agency (QAA) and the Competition and Markets Authority (CMA). It has also been drawn up in consultation with both students and staff and our stakeholders. It will be reviewed and updated on a regular basis and will be shared with all members of the Norland community.

## **General risk mitigation measures**

The following section provides information on the general risk mitigation measures we are taking as a college. We expect all staff and students to actively engage with these measures at all times while on campus.

### ***Personal protective equipment (PPE)***

On arrival, each student and member of staff will be provided with a PPE bag. The student PPE bags contain:

- a smile face mask (washable with plastic covering for mouth)
- two face visors
- a transparent full-face covering
- a bottle of hand sanitiser
- a pair of gloves (latex free)
- a pack of antibacterial wipes
- a digital thermometer
- a permanent marker to name your PPE kit.

The staff PPE bags contain:

- a smile face mask (washable with plastic covering for mouth)
- two face visors

- a transparent full-face covering
- a bottle of hand sanitiser
- a pair of gloves (latex free)
- a pack of antibacterial wipes
- a digital thermometer.

**A face covering (mask or visor) must usually be worn while inside the public areas of the building, including during teaching sessions (unless otherwise advised).** You may choose to wear either the face mask, a visor or the transparent full-face covering. It is important to use face coverings properly and wash your hands before putting them on and taking them off.

If you are not able to wear a face covering because of a physical or mental illness or impairment, or disability, or if wearing a face covering will cause you particular distress, please speak to a member of staff or, in the case of staff, please speak to your line manager.

You have the option of wearing your own face mask should you prefer. Please ensure that personal face masks are fit for purpose and adhere to the staff and student dress codes as per the Student and Staff Handbooks. **You are responsible for regularly cleaning any face coverings.**

You have the option to wear gloves should you wish. However, please note that you must **wash your hands regularly and for at least 20 seconds.** Gloves should be washed and/or sanitised on a regular basis. Please use the hand sanitiser in your pack for your own individual use.

**Please do not share any item of PPE.** If you need a replacement for any part of your PPE kit, please see a member of staff in Reception and they will be happy to provide you with a refill or replacement.

### ***Feeling unwell***

**Under no circumstances should a member of staff or a student come into College if they are experiencing any of the listed confirmed symptoms of COVID-19.** You must remain at home and follow advice from NHS 111.

It is strongly recommended that staff and students who are feeling unwell with symptoms unrelated to COVID-19 should also remain at home and should not return to College until their symptoms have passed.

### ***Entering and exiting and usage of the buildings and rooms***

A temporary **one-way system** will be in operation for staff and students to enter and exit the buildings. Directional signs are in place to help guide you.

**Please use your ID card to enter and exit the buildings. Please do not use the green button on the wall or the external buzzer.** If the use of these buttons is unavoidable, please ensure you wipe the area down with an antibacterial wipe.

There are hand sanitiser units throughout the building; **please use these when you enter and leave a room. All desks have been fitted with protective screens, and additional mobile screens are available where needed, including the teaching rooms.**

*Oldfield Park Campus*

You will need to enter the main building via the main reception entrance. To access the Food and Nutrition block, please use the door located at the top of the steps.

The temporary exits will be:

- Main building – the fire door located at the end of the corridor on the lower ground floor
- Sewing – the external doors located in the room which leads to the patio area
- Food and Nutrition – the door located at the back of the room.

### *York Place Campus*

You will need to enter the building via the main reception entrance.

The temporary exit is the garden door, which is located before the vaults on the lower ground floor. You will then need to follow the garden path around the building to the front gates.

### ***Use of toilets***

#### *Oldfield Park Campus*

Students can use the toilets located on the lower ground floor and the disabled toilet located on the first floor. Staff may use the one located on the top floor which is specifically reserved for staff. Showers will not be available to use.

The women's toilets, located on the lower ground floor, have a six-person limit to ensure safe social distancing is observed in this shared space. Upon entering the toilets, you will need to use one of the available 'engaged' signs to show that you have entered the room. When leaving, you will need to ensure your engaged sign is in the vacant position. Should the toilets be at full occupancy, i.e. all six engaged signs are showing, you will need to queue in the corridor using the floor signs, which will indicate safe social distancing.

The men's toilets, located on the lower ground floor, have a one-person rule. Upon entering the toilets, you will need to use the 'engaged' sign to show that you have entered the room. When leaving, you will need to ensure the engaged sign is in the vacant position. Should the toilet be occupied, please queue in the corridor using the available floor signs.

The other available toilets are single occupancy only.

#### *York Place Campus*

Students can use both sets of women's toilets located on the first-floor corridor. There will be a two-person limit for both sets of toilets to ensure safe social distancing is observed in these shared spaces. Upon entering the toilets, you will need to use one of the available 'engaged' signs to show that you have entered the room. When leaving, you will need to ensure your engaged sign is in the vacant position. Should the toilets be at full occupancy, i.e. both engaged signs are showing, you will need to queue in the corridor using the floor signs, which will indicate safe social distancing.

The other available toilet, located on the lower ground floor, is single occupancy and is for the use of male students and staff only.

**You must wash your hands for at least 20 seconds before leaving the toilets** and use the hand sanitiser which is available in the room.

### ***Signage***

Signage has been put up in the communal areas to help guide individuals to observe safe social distancing. We expect everyone, staff and students, to adhere to these guidelines.

### ***Use of water cooler units***

Please ensure that you fill your own water bottle at home before coming into the College. You may wish to bring several full water bottles for use during the day.

Access to the water cooler units will be permitted for refills if required. However, you must observe the following before and after use:

- Wash your hands or wear PPE gloves.
- Clean your water bottle with an antibacterial wipe, paying particular attention to the bottle opening/spout.
- When refilling, try to minimise contact between the water cooler spout and your water bottle.
- After using the water cooler, you must wipe down the tap and spout using the antibacterial wipes provided.

### ***Use of communal printers and photocopiers***

Think before printing!

Only approach the printer or photocopier to retrieve your items if the area is free of other people. Should there be another person already at the printer, please wait at a safe distance until the area is free. If there is already another person waiting, please come back again at another time.

After using the printer or photocopier, you must wipe down the areas you have touched using the antibacterial wipes provided.

### ***Ventilation***

Where feasible, all rooms should be suitably **ventilated** by having an open door and/or window. All students and staff can wear their coats inside, but should the weather create difficulties with ventilation, we are investigating the possibility of air filter systems.

### ***Quarantine for students travelling from outside the UK***

All students travelling from outside the UK will need to **self-isolate for 14 days**, if required by government regulations, prior to commencement (or during the course) of their studies.

### **Information for staff**

The following section provides information on the risk mitigation measures we are taking for staff. **We expect all staff to actively engage with these measures at all times while on campus.**

#### ***Temperature checking***

You will receive a digital thermometer in your PPE bag. **You will be required to take your temperature before leaving for work each morning.** If your temperature reading shows a high temperature (38°C

or above), you must stay at home and call the NHS on 111 or visit them online at <https://111.nhs.uk/>. You may be instructed to self-isolate.

You will need to contact your line manager to report your absence as per the Absence Reporting policy in the Staff Handbook.

If you are not unwell, you can work from home. If you are feeling unwell, you should take the time to recover and take the appropriate time off as sick leave. You will need to keep your line manager informed.

### ***Use of the staff room and kitchen***

Staff can use all the facilities available in the kitchen areas providing the following measures are followed:

- Only make a drink and prepare food for yourself.
- Place dirty dishes in the dishwasher or, if the dishwasher is full, wash by hand. Do not leave dirty items on the counter or in the sink.
- **After use, wipe down all surfaces, handles and taps you have touched** with the antibacterial wipes provided.

Individual sachets of tea, coffee, sugar and milk will be provided for staff. The coffee machines will not be available to use.

Dishwashers will go through on the highest setting each evening. When emptying the dishwasher, staff must wear disposable gloves.

No tea towels, sponges, dish cloths, etc. are to be used and these will not be provided. Instead, please use the kitchen roll or hand towels provided.

### ***Oldfield Park Campus***

The staff room will only be available for accessing the kitchen area and must not be used as a place to gather socially. This is only as a temporary measure and it is in place to ensure safe social distancing. Staff can eat at their desks rather than congregate in the staff room. There is also an external seating area available for staff to use for lunch time should they wish.

There will be a three-person rule in operation in the staff room. Should the staff room be at full occupancy, i.e. there are three people in the room already, you will need to queue in the corridor using the floor signs, which will indicate safe social distancing, or come back again at another time.

### ***York Place Campus***

There will be a one-person rule in operation. Should the kitchen be occupied, you will need to queue in the corridor using the floor signs, which will indicate safe social distancing, or come back again at another time.

The top-floor cubby will not be available to use for lunch breaks. Staff can eat at their desks or use the external seating located on the terrace.

### ***Open-door policy***

All internal doors have been fitted with a Dorgard mechanism which allows them to be kept open during opening hours. These mechanisms are activated and will close automatically should the fire alarm sound.

All doors must be kept open unless there is a reason to close them, such as to guarantee confidentiality. This is to reduce the use of door handles and thereby reduce the risk of transmitting germs.

When visiting colleagues based in a different office, rather than enter the office you should try to remain in the doorway and ask your query from there, or ask your colleague to join you in the corridor, remembering to keep a safe distance apart. If you need to speak to each other in the room, you can utilise the mobile screens for additional protection.

### ***Desks and hot-desking***

All desks have been **fitted with clear screens for additional protection**. Although we have taken measures to limit the use of hot-desking, it is permitted where necessary. However, the following precautions must be taken:

- You must wear gloves and observe regular hand/glove washing.
- You must use antibacterial wipes to wipe down the desk after you have used it.
- You must only use your own device, keyboard and mouse. If you do not have access to these items, please contact the IT helpdesk. Please note, you do not need to use your own monitor, but you must wipe down the surface of the monitor available on the hot desk after use.
- Please avoid using your desk phone. Instead, please use the 8x8 app on your mobile phone.
- Please only use your own stationery and take it with you when you leave where possible.

Please do not share office stationery, for example, pens, staplers, hole punches, etc. Should you require these items, please contact Reception.

### ***Post and deliveries***

Delivery drivers will not be permitted into the building and will be asked, via the door intercom system, to leave packages on the doorstep. Once the delivery driver has left, the packages can be brought in by the receptionist. The only exception to this will be if the delivery is too large for the receptionist to bring in by themselves.

The Royal Mail postal carriers will be permitted into the Reception area.

Please note that no personal packages should be delivered to College.

### ***Internal post***

The receptionists will no longer hand-deliver post to offices. Each team and/or office has been provided with a pigeonhole in Reception, and staff will need to retrieve their post any time after 10.30am.

Visits to Reception should be kept to a minimum, so please consider combining this trip with other operational needs, such as collecting stationery items.

## **Information for students**

The following section provides information on the risk mitigation measures we are taking for students. **We expect all students to actively engage with these measures at all times.**

We are committed to ensuring that the teaching and learning for the degree and diploma are not disrupted, and we are implementing many systems and processes to achieve this.

### ***Temperature checking***

#### **You must be symptom free for 14 days before you start College**

On arrival in College on your first day in attendance, you will need to have your temperature taken. Members of staff will be available to guide you through the process. If your reading shows that you have a temperature, you will need to return to your student house and call the NHS on 111. Your housemates will also be required to return to the student house even if they are not presenting with a fever. You will still be able to continue with your studies if you have to self-isolate – please see the information below.

You will receive a digital thermometer in your PPE bag on your first day. **You will be required to take your temperature before leaving for College each morning.** If your temperature reading shows a high temperature (38°C or above), you must stay at home and call the NHS on 111 or visit them online at <https://111.nhs.uk/>. You may be instructed to self-isolate. It is important that the **whole household remains at home if a fellow housemate has a high temperature**, until advice from 111 has been given. You will need to contact the College to report your absence and the reason for your absence.

### ***Teaching and learning***

In order to maintain standards of teaching and learning, we have designed a new timetable that will ensure you access all the necessary teaching and learning you would normally experience but with suitable risk mitigation measures in place in order to reduce the amount of contact different people have with each other. For example, we are **halving our group sizes, creating ‘bubble’ groups based on households, only having one year group on campus at a time, restricting access to common areas and reducing movement around the College.** These arrangements enable us to deliver almost all lectures face to face in College with some supplementary online delivery, alongside the usual directed independent study.

Lecture rooms and practical sessions have been set out to ensure that students maintain sufficient social distancing from one another. **Clear protective screens** will be used by lecturers so that you can see them and interact with them with reduced risk.

The College has also invested a significant sum in new ‘lecture capture’ software which ensures all lectures are recorded. This will ensure that anyone needing to self-isolate will not miss out on lectures, speakers or practical classes. It will also be used for close-up demonstrations, for example in sewing or Food and Nutrition, to ensure students do not have to gather closely together. Lectures that you were unable to attend will be available via Moodle, our virtual learning environment, following the session.

Students who are concerned about their own particular circumstances should please contact Debbie Buck, Mandy Donaldson or their tutor.



### ***Food and Nutrition***

Practical cookery skills will be taught in small groups, mainly onsite. This will be enhanced with a range of online resources. Where necessary, there will be screencast demonstrations so that you are able to observe from a distance. Recordings will be made available via Moodle, our virtual learning environment, for you to review again later. These sessions will be taught according to assigned teaching groups.

### ***Sewing***

Practical sewing skills will be taught in small groups, mainly onsite. This will be enhanced with a range of online resources. In Trimester 1, there will be a focus on hand sewing only. There will be screencast demonstrations so that you are able to observe from a distance. Recordings will be made available via Moodle, our virtual learning environment, for you to review again later.

### ***Masterclasses***

Masterclasses are practical sessions that equip you with the skills you need to work with young children. We have made some changes to how masterclasses will run in order to minimise contact. For example, workstations are spaced in line with government guidelines, and resources will not generally be shared and will be thoroughly cleaned between classes. Demonstrations will be screencast to a large screen so that they are easily observed from a distance. Where sharing of resources occurs in classes, students and staff will ensure thorough cleaning before passing to others.

### ***Placements***

It is our intention that all students will access placements in schools and nurseries and with families. To keep you safe, settings, families and students will be asked to complete and sign our Health and Safety Risk Assessment form to allow the placement to proceed. The risk assessment is designed to highlight and maintain safe working practices for all. It covers many aspects, including responsibilities for washing of hands, maintaining hygiene and cleaning routines, creating a social bubble, and what to do if you start to feel unwell. As part of the risk assessment process, the student will liaise with the family/setting prior to commencement of the placement in order to ascertain the particular measures in place in the setting or home to ensure the student follows their protocols. The Placement team are available to support and guide you with further information if you feel unsure or wish to discuss any aspect of the risk assessment further. Note that the government has authorised nannies to work with families, even during lockdown.

### ***Virtual placements***

Virtual placements will replace hands-on placements if government guidance changes. This will ensure that diploma learning outcomes are covered and that every student continues to have the opportunity to progress.

### ***Assessment***

The vast majority of assessment types have not been adjusted. However, there will be some minor changes; for example, the sewing assessments will include hand sewing only for Trimester 1. If lockdown should occur again, we may need to implement some of the small adjustments we made during lockdown in the last term of the academic year 19/20, such as conducting oral presentations online. All learning outcomes on the degree and diploma will still be assessed to ensure that your qualifications are robust and credible and follow the regulatory requirements and guidance from the OfS and QAA.

### ***Independent study***

Until further notice, **all independent study will be carried out off campus**. Since independent study makes up a great deal of your learning hours, there will be some structured online opportunities for independent study, although most independent study is self-directed. We will help first-year students to plan and manage this time.

### ***Extracurricular activities***

Norland has an active community of students who join and create clubs and societies, and we will continue to be led by the needs and interests of our students, for example choir, zumba (currently zoomba!) and running. New ideas are actively encouraged – this is your college and your student experience! We have set up a Virtual Extracurricular Noticeboard on MyDay, where you can find further information for these activities, including any risk mitigation adjustments that have had to be made.

### ***Lunch and refreshments***

In order to accommodate the new social distancing measures, we have repurposed the student common room (SCR) for sewing. Therefore, the SCR will not be available.

Please see the ‘Use of water cooler units’ section for more information on the use of water coolers.

In order to access hot and cold drinks during the day, please **bring in your own water bottle and thermos mug and/or flask**. You will have been issued one of each of these during your time at College or on your first day if you are a new student. These items will need to be brought in every day. Individual sachets of tea, coffee, sugar and milk will be available in each lecture room for students to use.

Students timetabled to be in College all day should bring a **packed lunch**. Unfortunately, there will not be access to microwaves. Students may remove their face covering in order to eat and drink in the lecture rooms at predetermined times but will need to replace it immediately afterwards.

### **Safe use of resources**

In order to reduce the risk of transmission, staff and students should avoid sharing resources where possible, including stationery and documents. Students will need to provide their own stationery while on campus and print documents under our strict procedures for safe use – please see the ‘Use of communal printers and photocopiers’ section above.

Staff wishing to use resources for teaching and learning purposes must contact Debbie Buck at [debbie.buck@norland.ac.uk](mailto:debbie.buck@norland.ac.uk)

at the planning stage and a decision will be made on a case-by-case basis.

For staff and students wishing to access the nursery, please contact both Katie Crouch ([katie.crouch@norland.ac.uk](mailto:katie.crouch@norland.ac.uk)) and Debbie Buck at the planning stage to ascertain the current situation. It is most likely that the nursery will NOT be available for use during Trimester 1.

## **Library**

The library will remain open but will operate under strict new regulatory processes.

**Students will not be able to study in their own time in College during Trimester 1.** This means that, unfortunately, the library is closed as a 'study space' to students. However, a remote library support service will still be available until 10pm Monday to Thursday, until 5pm on Fridays and from 9am to 4pm on Saturdays.

Students will not be permitted to browse the library shelves, as books which have been handled will need to be quarantined. However, search and browsing of the physical stock of books is possible via the library's online catalogue, and the library staff will always be available to provide any help.

Students may reserve items from the physical stock of books, and the librarian will find and retrieve them (using a mask and gloves) before delivering them to a location within 24 hours for the student to collect.

Books returned to the library will be quarantined for 72 hours before becoming available for loan again.

The library staff will be available to assist students to source alternative online sources of academic information (such as e-books).

Although the library space is closed for study, students can make an appointment to meet with library staff for one-to-one advice by contacting Chris Jones ([chris.jones@norland.ac.uk](mailto:chris.jones@norland.ac.uk)).

Many of our resources, such as e-books, are available online.

## **Student support**

We recognise the ongoing importance of student support. We have adjusted how we deliver this in the light of COVID-19 and will continue to do so.

Students can book appointments for academic, counselling or other support directly with Wendy Cooper and Paul Henderson, the Student Support team, via email. All counselling appointments will be carried out via video during the first term and this will be kept under review.

In addition:

- Appointments and meetings can take place via video or phone call, both on campus and remotely. A new confidentiality agreement has been written to cover video and phone counselling consultations.
- The student support office is large, with good ventilation and a large Perspex screen. This will be the room used principally by student support staff for meeting students.
- The consultation room has been equipped with a large protective screen and can be used for any staff and students requiring space for a meeting.
- The College has invested in Togetherall, an online platform providing mental wellbeing support for students to access 24/7.

### **Student accommodation**

Although Norland does not manage student accommodation, we have good working relationships with our first-year landlords, and we have asked them to ensure that houses are deep-cleaned prior to students arriving in September. We have also asked for all touchpoints to be disinfected and for landlords to confirm to us that this action has been taken. **We also advise all students in multiple occupancy houses (HMOs) to work together to consider their 'house rules' in relation to how they will observe social distancing and instigate any necessary risk mitigation measures for themselves and any visitors (particularly during the first two weeks and if you have to self-isolate).**

In order to reduce the risk of transmitting COVID-19, we will only accept deliveries for the College and not personal packages.

### **IT support**

All IT issues must be reported by emailing [helpdesk@norland.ac.uk](mailto:helpdesk@norland.ac.uk).

Should you require face-to-face help, please email the helpdesk to arrange an appointment where possible.

If the IT team are unable to deal with the issue remotely and access to the device is required, safe social distancing measures must be observed. The IT support office has an additional large protective screen to mitigate the risk further.

You must wipe down your device with an antibacterial wipe before the IT technician approaches. The IT technician will wear gloves and a face covering. Once the device has been returned, please wipe it down with an antibacterial wipe and then wash your hands. The IT technician must remove their gloves immediately and wash their hands.

### **Interim fire procedure**

A comprehensive interim fire procedure is available for all staff and students on MyDay. This will also be shared with you via email on your first day.

Should the fire alarm activate, everyone must exit the building using their nearest fire exit and head towards the designated assembly point. The one-way system will be temporarily suspended during a fire evacuation. However, you should still try to observe safe social distancing and continue to wear a face covering while leaving the building.

**IF, FOR WHATEVER REASON, YOU DO NOT HAVE YOUR PPE WITH/ON YOU, DO NOT RETURN TO RETRIEVE IT; JUST EXIT THE BUILDING AS OUTLINED BELOW AND TRY TO MAINTAIN A SAFE SOCIAL DISTANCE FROM OTHERS.**

### ***Assembly points***

*Oldfield Park Campus*

As a temporary measure, there will be eight assembly points located along the pavement of Upper Oldfield Park. Unfortunately, we are unable to signpost these assembly points, so we will require students to remain in their academic/teaching groups and gather at regular intervals along the pavement. Please ensure there is at least 12 feet between each group.

Lecturers who are teaching will be required to remain with their teaching group at the assembly point. Lecturers will be required to do a headcount and report to the person in charge.

The remaining staff must gather as one group at an assembly point.

#### *York Place Campus*

As a temporary measure, there will be two assembly points located on the access road to the Morrison's supermarket opposite the College building. Students must remain in their teaching group and gather at the assembly point as one group. The supervising lecturer must remain with the students at the assembly point. The lecturer will be required to do a headcount and report to the person in charge.

The remaining staff must gather as one group at least 12 feet apart from the student group.

#### ***Returning to the buildings***

Once the all-clear has been given, staff and students may re-enter the building. Each separate group must return to the building as one while maintaining safe social distancing.

#### **First aid**

First aid will continue to be administered at a safe distance, and in line with current government guidance, by our on-staff first-aiders.

In emergency situations, 999 will be called and advice will be taken from the operator. Should resuscitation be required, a defibrillator may be used.

#### **Visitors and external speakers**

In order to minimise contact with individuals outside of the Norland community, we shall be holding all external meetings and guest speaker sessions online. There will be exceptions to this rule – for example, contractors carrying out essential servicing and/or maintenance work.

If an external visitor or guest speaker must visit campus, the meeting organiser will need to contact Stephanie Taylor at [stephanie.taylor@norland.ac.uk](mailto:stephanie.taylor@norland.ac.uk) at the planning stage and a decision will be made on a case-by-case basis.

Please follow the below guidance if you are expecting a visitor or guest speaker:

- Advise the visitor that they must bring their own PPE and observe our risk mitigation measures while on campus.
- Ask the visitor to bring a full water bottle with them, as refreshments will not be available for them on campus.

- You must advise Reception in advance of their arrival. The receptionist will communicate with visitors via the door intercom system, and they will only be buzzed in if the receptionist is expecting them.
- They will be required to take their temperature at the Temperature Taking Station located in the Reception area. Instructions for use are available at the station; however, if they require assistance, please let a member of the Reception staff know and they will be happy to help. Should your guest present with a high temperature, they must leave immediately and take advice from NHS 111.
- You must supervise their visit and show them how to exit the building once their visit has concluded.

### NQNs

Providing paid childcare in a child's home is permitted under current government guidance. This means the NQN placements have been able to go ahead. However, it is important that you take as many precautions as possible in line with Public Health England guidance.

To assist you with this, a COVID-19 risk assessment template has been provided by the College for the NQN placement. The risk assessment is designed to highlight and maintain safe working practices for all. It covers many aspects, including responsibilities for washing of hands, maintaining hygiene and cleaning routines, creating a social bubble, and what to do if you start to feel unwell. You must carry out this risk assessment with the family and adapt it to suit your own circumstances. This risk assessment must be reviewed and updated on a regular basis.

The NQN team will be required to visit NQNs as part of the appraisal process. These visits will be conducted in line with current government guidance.

The NQN team are available to support and guide you with further information or support during this time.

### Measures in response to COVID-19 cases

Norland has a range of early warning systems in place as outlined in this document to alert us to the possibility of any suspected COVID-19 case in the Norland community, such as daily temperature taking, a reporting system for any student or staff member who displays symptoms, and self-isolation for any suspected cases (which will include the rest of the household for students in HMOs).

The College also has contingency plans in place to ensure an immediate and appropriate response to confirmed COVID-19 cases in its community. In the event of any confirmed cases of COVID-19 for any student or staff member of the College, the College sites will be temporarily closed, and the **entire College will move online** with immediate effect (Scenario 3 in the September Provision Document) for as long as necessary. Placements may or may not continue and students will be advised in a timely manner about whether or not they are able to attend placements.

A Norland representative regularly attends the Bath and North East Somerset Local Area Outbreak Engagement Board in order to keep abreast of developments in the local authority, and we are therefore in a good position to respond quickly to any local directives.

There is a succession planning system in place should staff need to self-isolate in order to ensure that any staff absence does not adversely affect the operations of the College and the student experience.

**Further information and contact details for queries**

Norland expects all staff and students to adhere to the measures outlined in this document. Failure to do so may result in disciplinary action.

If you have any queries regarding the content of this document or wish to receive further information, please contact the following members of staff:

***For all teaching and learning queries***

Debbie Buck, Acting Head of Learning and Teaching [debbie.buck@norland.ac.uk](mailto:debbie.buck@norland.ac.uk)

***For all other queries***

Stephanie Taylor, Head of HR, Resources and Compliance [stephanie.taylor@norland.ac.uk](mailto:stephanie.taylor@norland.ac.uk)