



**Norland College  
COVID-19 Outbreak  
Response Plan**

## Introduction

Norland College has put in place a wide range of risk mitigation measures to minimise the spread of COVID-19. The College also has an Outbreak Response Plan which is detailed in this document.

All measures and plans, including our contingency plans, are 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 NHS Early Outbreak Management Guidance for Higher Education; the Bath and North East Somerset Local Outbreak Management Plan; guidance from the Advisory, Conciliation and Arbitration Service for employers and employees; and regulatory guidance from the Office for Students, the Quality Assurance Agency, and the Competition and Markets Authority – as well as the Norland College COVID-19 Guiding Principles. All documentation is reviewed and updated on a regular basis and shared with all members of the Norland community.

Norland’s general risk mitigation measures and guidelines regarding travel are outlined elsewhere. There is a short version, a more detailed version and a short animation outlining the key measures in place, which can all be found [here](#).

We have also made judgements about our provision and our response to COVID cases with due regard to our local and vocational context. Staff, students and other stakeholders, such as placement settings and families, have contributed to the development of our guidelines and plans, including our risk assessment protocols, contingency plans and risk mitigation activities. This document outlines the College’s Outbreak Response Plan in the event of the following occurrences:

- increased prevalence of infection locally that requires interventions for the whole community, including students and staff
- a large-scale outbreak that may result in substantial restrictions implemented at a local level that impact on the activities of the College
- a localised outbreak in student HMO accommodation
- a localised outbreak involving a particular student or staff member
- a localised outbreak involving a placement (setting or family).

## Summary

- In summary, Norland has a range of protocols for **identifying, reporting and responding** to possible outbreaks. We have in place a range of early warning systems, which are outlined here and/or in the Risk Mitigation document, to alert us to the possibility of any suspected COVID-19 case in the Norland community. These include daily temperature taking, a specific 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). We also contact all settings prior to the commencement of placements to ascertain the level of risk, and we contact all family placements to check for any suspected or confirmed cases within the family.
- The standard protocols require any staff member or student who is feeling unwell and displaying one or more of the COVID symptoms to notify the College. Students notify Norland via [absence@norland.ac.uk](mailto:absence@norland.ac.uk) and staff notify Norland via [HR@norland.ac.uk](mailto:HR@norland.ac.uk). They should immediately self-isolate for a period of 10 days from the onset of symptoms. They

should contact NHS 119 or use the [NHS online portal](#) to book a test, or call NHS 111 if they are uncertain whether they have COVID-19 symptoms. Following this, a series of protocols will be followed that will help to ensure suspected or confirmed cases are identified and reported in the Norland COVID-19 database and an appropriate response action is applied. This could be a Tier 2 or a Tier 4 response, which might include self-isolation of ‘bubble’ groups, contact tracing, and/or campus closure and movement of our operations online.

- Students and staff who are advised to get a test as part of the NHS Test and Trace system should call 119 or use the [NHS online portal](#) to book a test. Students should self-isolate until the result of the test is known and then follow the appropriate protocol outlined in this document.
- Students and staff who have a positive test will be contacted by NHS T&T so that they can report the people they have been in contact with. NHS T&T will then contact relevant students and staff to advise them to self-isolate if they have been in contact with a positive case. Any person identified as a contact should self-isolate for 14 days and should not book a test if they have no symptoms. If they incorrectly book a test when they don’t have symptoms, a negative result does not change the action needed. They should continue to self-isolate for 14 days. A positive result could extend their self-isolation period. For example, if they isolate for 7 days, then get a test as their symptoms start and the result is positive, they should self-isolate for a further 10 days from the onset of their symptoms – 17 days altogether.
- If a student or staff member is contacted by the NHS Test and Trace service and advised to self-isolate or get a test, they should follow the protocols outlined below. The College will implement any necessary protocols, such as informing placements and bubble groups via the contact tracing procedure.
- Students or staff who have one or more symptoms or are advised by NHS Test and Trace to self-isolate should follow the strict government regulations regarding self-isolation protocols for a period of 10 days for those who develop symptoms, for 14 days for those who live within the same housing bubble, or as advised. If a student or staff member is asked by the College to self-isolate as a precautionary measure, the terms of the self-isolation protocols may depend on the level of risk on a case-by-case basis. The Department for Education (DfE) [guidance on reopening buildings and campuses](#) says that anyone who is symptomatic, has had a positive test (with or without symptoms), lives with someone who has had a positive test or has been identified as a contact by the NHS Test and Trace system should self-isolate.
- If a student is self-isolating due to another member of the household having tested positive and they then develop symptoms, their self-isolation period should recommence from the date of onset of symptoms for 10 days. If other students in the same HMO do not develop symptoms, their self-isolation period is counted as 14 days from the date of the first person with a confirmed case.
- All confirmed cases will be reported to Public Health England (PHE). Given that Norland is a relatively small institution, and the nature of its degree does not fall within the ‘priority course’ category, it is only operating three ‘Tiers of Action’ (as specified in the September update of the DfE’s [reopening buildings and campuses guidance](#)):
  - Tier 1 (default position and lowest level of intervention) – Blended learning with the majority of teaching and learning face-to-face and onsite along with the utilisation of standard risk mitigation measures such as reduced group sizes, social distancing measures and use of face coverings.

- Tier 2 (fallback position and increased level of intervention) – In the event of suspected cases, self-isolation procedures implemented for relevant groups and an increased level of online teaching and learning for those needing to self-isolate. Students will remain in their local accommodation.
- Tier 3 – Not relevant for Norland (single course).
- Tier 4 (last resort and highest level of intervention) – In the event of a confirmed case, all teaching and learning may move online and both sites may be temporarily closed (apart from core operational services). Students will remain in their local accommodation. In the event of any local or national lockdown, the College will move all teaching and learning online and both sites will be temporarily closed with lockdown measures applied.
- Particular processes have been put in place to provide virtual placement alternatives where needed, and a system of ‘check-ins’ helps to ensure self-isolating students are appropriately supported. Staff notify Norland via their line manager as per the current system, with similar protocols followed.
- The College also has plans in place to ensure an immediate and appropriate response to confirmed COVID-19 cases in its community. In the event of one or more confirmed cases of COVID-19 for any student or staff member of the College, the College sites may be temporarily closed to students and most staff (with only essential staff onsite for core services), and the entire college may move online with immediate effect (Tier 4 response and Scenario 3) until the appropriate self-isolation period has passed and/or we have been advised by PHE that we can reopen. 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 as per our Placement Protocol document and the information below.
- If it is deemed sufficiently safe, the College may only partially move online for particular groups, such as an entire year group (Set) or a segmented group (teaching bubble) (Tier 2 response), given that at least one year group is always out on placement for up to six weeks at a time and therefore may not have been at immediate risk. Staffing onsite will depend on circumstances and level of risk.
- The College will also close its sites and move online if notified by either the government or PHE (Tier 4 response).
- 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. We are working closely with this board and are in a good position to respond quickly to any local directives. The College has a succession planning system in place should staff need to self-isolate in order to ensure that any staff absence does not adversely affect our operations or the student experience.
- It should also be noted that in making decisions about continuing on placement in the various scenarios presented below, we have taken into consideration the current government guidelines, which state that paid or unpaid childcare, for example nannies and childminders, can take place subject to being able to meet the public health principles. These are covered by the Risk Mitigation Guidance document – [see here](#).
- Norland is encouraging staff and students to download and use the new NHS Test and Trace app and has registered both sites as venues as part of the QR code check-in system. It also has its own COVID-19 database for recording all the necessary details of suspected and

confirmed cases, as required by the regulations. It has a similar record system for any visitors to the College, although for the time being only essential visitors are permitted.

- It should be noted that Norland will also operate a case-by-case analysis for each situation, as there may be extenuating circumstances that need to be taken into consideration. It will also take precautions, such as implementing more stringent measures, when a confirmed case is involved, given that the risk is higher.
- Information charts are provided at the end of this document to ease understanding of the various scenarios and to distinguish between the protocols for suspected and confirmed cases.
- Norland has a Code of Professional Responsibilities to which all students must adhere and to which they confirm compliance by re-signing each year. Any breaches of COVID-secure behaviour, government guidance or Norland COVID protocols will result in disciplinary action being taken.
- Staff and students should ensure they uphold confidentiality and GDPR regulations and share information on a need-to-know basis only. Names of students or staff with suspected and confirmed cases will only be shared where necessary. The contact tracing procedure may reveal only the student's teaching groups.
- Norland has developed an army of volunteers called Norland Angels to help support students who are self-isolating.
- All lectures and practical sessions are recorded, and students will be able to access teaching and learning (if well enough) during their self-isolation period. A 'mitigating circumstances' protocol will be put in place for any students who are not well enough to engage in college activities.
- Students can also contact Norland's emergency phone number when needed – **07394 568419** – which is operational 24/7.
- Should any staff or student be admitted to hospital, or refuse to take a test, the College will contact PHE.
- If a confirmed case has not been on campus during the infectious period (48 hours before symptoms to 10 days after), then no further action will be taken.
- If a student starts to develop symptoms while on campus, they will be immediately isolated from others and sent home.

## **Incident management and response strategy**

The various response strategies in place to manage incidents are detailed below. These are framed through particular, contextualised scenarios which relate to the potential occurrences of a large-scale outbreak requiring substantial restrictions, or a localised outbreak or increased prevalence that requires particular interventions.

### **Tier 2 – Suspected cases**

A suspected case is anyone who displays one or more of the main symptoms of COVID-19, as per [NHS self-assessment guidelines](#).

**1. If Norland College has a suspected case of COVID-19 (staff or student)**

***Students***

If a student suspects they have one or more symptoms, they should do the following:

- 1) Stay at home and notify Norland via the [absence@norland.ac.uk](mailto:absence@norland.ac.uk) email and ask any housemates to do the same.
- 2) Contact NHS 119 or access the [NHS online portal](#) to book a test. Start self-isolating for at least 10 days from the onset of symptoms until the result of the test is known. Call NHS 111 if unsure whether or not they have symptoms.
- 3) Contact [absence@norland.ac.uk](mailto:absence@norland.ac.uk) again to report a) when the test will take place and b) the result of the test when known.
- 4) If on placement and well enough, contact the placement team to decide whether they can engage with the placement online, or whether they should undertake a virtual placement instead.
- 5) In the case of family placements, a decision will be made with all the parties concerned via the placement team about whether or not the student should continue with the placement, although it is likely that the student will temporarily suspend the placement and self-isolate pending NHS advice – if they are live-in/residential, they may need to self-isolate within the home.
- 6) Once the self-isolation period has ended, or if a test is undertaken and comes back negative, the student (and any in their bubble who are symptom free) may return to college once agreed by their tutor and/or HR, or return to the placement once agreed by the placement family or setting and the placement team.
- 7) Any student self-isolating (whether instructed by the NHS or the College) should remain in their existing accommodation, along with any housemates. They should not return home.

A student's notification will also trigger an internal process, which includes the contact tracing procedure, whereby:

- i) The administrator receiving the email/contact via [absence@norland.ac.uk](mailto:absence@norland.ac.uk) will email [HR@norland.ac.uk](mailto:HR@norland.ac.uk) to report the suspected case(s) and any subsequent updates (see staff section below). HR or the tutor will ensure the COVID-19 database is kept up to date.
- ii) [Absence@norland.ac.uk](mailto:Absence@norland.ac.uk) emails all students in the housing bubble and, if relevant, those in the teaching bubble, via the contact tracing procedure, to inform them to self-isolate for 14 days and call NHS 119 if they develop symptoms in order to get a test.
- iii) [Absence@norland.ac.uk](mailto:Absence@norland.ac.uk) will alert relevant tutors of students affected.
- iv) The tutor will check on the wellbeing of the students regularly and contact the Student Support service if needed. The tutor will update the Norland COVID-19 database accordingly.

- v) Relevant placements will be informed of any self-isolating students (such as all those within a housing bubble) so that a decision can be made by all the parties concerned. The placement team will update the Norland COVID-19 database accordingly.
- vi) Tutors will alert the Norland Angels if support is required for those self-isolating.
- vii) Tutors should follow up with any students who have not got back to them with an update.
- viii) [HR@norland.ac.uk](mailto:HR@norland.ac.uk) will contact relevant staff via the contact tracing procedure to advise them if they should self-isolate and contact NHS 119 or access the [NHS online portal](#) to book a test.

### **Staff**

If a member of staff suspects they have one or more symptoms, they should do the following:

- 1) Email their line manager to notify them.
- 2) Stay at home and contact NHS 119 or access the [NHS online portal](#) to book a test. Call NHS 111 if they are unsure whether or not they have symptoms. They should self-isolate for at least 10 days from the onset of symptoms. Staff should access the drive-through system where possible for a speedier result.
- 3) Contact their line manager again to report a) they are self-isolating, b) when they are getting a test and c) the result of the test when known.
- 4) If the staff member does not need to self-isolate, or once the self-isolation period has ended, or if a test is undertaken and comes back negative, the staff member may return to work under the Return to Work process in consultation with their line manager.

A staff member's notification will also trigger an internal process, including the contact tracing procedure, whereby:

- i) The line manager will email [HR@norland.ac.uk](mailto:HR@norland.ac.uk) to report the suspected cases and any subsequent updates (see staff section below). This information will be recorded in the Norland COVID-19 database.
- ii) Any relevant staff may be informed via a contact tracing procedure where appropriate and may be asked to work from home, particularly if they have shared an office space, and/or to self-isolate for 14 days and/or to contact NHS 119 or access the [NHS online portal](#) to book a test if they develop symptoms.
- iii) The line manager will remain in touch to check on the staff member's wellbeing during the self-isolation period.

## **2. If a placement (family or setting) has a suspected case of COVID-19**

If there is a suspected case of COVID-19 in the family/setting, the following will occur:

- 1) The family/setting will contact the placement team at the first opportunity – a decision can be made by the placement team, the placement and the student about whether or not the student continues in the placement, via a professional discussion. For example, if

a staff member at the placement needs to self-isolate, it is likely that the setting and the student will continue until the outcome of the COVID-19 test is known, unless the student has an underlying health condition. If a student is on a family placement and a family member is self-isolating, then the student may also need to self-isolate (depending on the reasons for the self-isolation), either in their own home (setting or daily family placement), or in the family's home if they are in the same household (residential or live-in family placement).

- 2) Following the discussion outlined above, the placement team will advise the student whether or not they should self-isolate as a precaution (due to an underlying health condition, for example), whether they should engage with the setting or family online and/or whether they should contact NHS 119 or access the [NHS online portal](#) to book a test.
- 3) All those within the student's bubble groups (teaching and housing) will be informed via the contact tracing procedure where appropriate by the placement team. This may include the placements linked to the student's bubble groups. This will help to ensure that informed decisions can be made by students and their own placement groups.
- 4) Depending on the decision and the situation, there may be opportunities for the student directly affected and/or the students within the bubble groups to continue to engage with the settings or families. For example, they might be able to continue to contribute to online activities for the setting.
- 5) If a placement (family or setting) that has a student within the bubble groups decides that the student should not continue, due to concerns about the risk, and there are no opportunities to engage with the setting online, the placement team will provide the student with a virtual placement alternative.
- 6) If the student directly affected has had recent physical contact with a member of Norland staff, a decision will be made about mitigating the risk at college, following protocols outlined elsewhere in this document.
- 7) The placement team will update the Norland COVID-19 database and notify tutors of any students who are self-isolating as a result of suspected cases in settings or families. The team will also notify tutors of any other relevant updates, as well as updating the database accordingly.
- 8) Students who have to self-isolate should follow the protocols outlined above, and the same internal processes will be triggered for recording in the Norland COVID-19 database and for any support needed.
- 9) The College will be guided by the placement (setting or family) regarding the return of students to placements.

## **Tier 4 – Confirmed cases**

A 'confirmed case' is when an NHS test has been taken and the test is positive [[NHS guidance](#)]

If Norland College has a confirmed case of COVID-19, whether a student or staff member, the College will implement either a Tier 2 or a Tier 4 response. This may include segmentation procedures – such as increasing online operations for particular bubble groups or entire Sets (year groups) and/or increasing staff working from home – for an initial period of 14 days (from the last point of contact or from when symptoms developed, as per PHE guidance) or until deemed safe. In a Tier 2 scenario, both sites will remain open and operational services will continue, but staffing attendance onsite may be reduced. Decisions will be based on the level of risk and/or in consultation with PHE. If necessary and if advised to do so by PHE, the College will move to a Tier 4 response, moving online and closing both sites.

### **1. If Norland College has a confirmed case of COVID-19 (staff or student)**

#### ***Students***

If a student is informed by the NHS that their test is positive, they should do the following:

- 1) Stay at home and notify Norland via the [absence@norland.ac.uk](mailto:absence@norland.ac.uk) email and ask any housemates to do the same. Students should not go to college or placement. The student with the symptoms should continue to self-isolate for the 10-day period from the onset of the symptoms or until well enough. The housemates should self-isolate for 14 days from the onset of the symptoms. If the student is on a live-in or residential placement, they may be required to self-isolate with the family – they should follow NHS advice on this in consultation with the placement team.
- 2) Comply with the NHS Test and Trace system, remaining self-isolated under the strict rules.
- 3) Remain in their existing accommodation, along with any housemates. They should not return home.
- 4) If well enough, contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to decide whether they can engage with the placement online, or whether they should undertake a virtual placement instead. Students on live-in or residential placements should liaise with the placement team after checking current NHS advice.
- 5) Once the self-isolation period has ended and when well enough, the student (and any in their bubble who are symptom free) may return to college once agreed by their tutor, or may return to/continue with the placement once agreed by the placement family or setting and the placement team.
- 6) If a student is self-isolating due to another member of the household having tested positive and they then develop symptoms, their self-isolation period should recommence for 10 days from the date of onset of their symptoms. If other students in the same HMO do not develop symptoms, their self-isolation period is counted as 14 days from the date of the first person with a confirmed case.

A student's notification will also trigger an internal process, which includes the contact tracing procedure, whereby:

- i) The administrator receiving the email/contact via [absence@norland.ac.uk](mailto:absence@norland.ac.uk) emails [HR@norland.ac.uk](mailto:HR@norland.ac.uk) to report the suspected case(s) and any subsequent updates (see staff section below). HR or the tutor will ensure the COVID-19 database is kept up to date.
- ii) [Absence@norland.ac.uk](mailto:Absence@norland.ac.uk) checks with the student about contact with other students outside the bubble groups two days prior to the onset of symptoms so that he or she can implement the contact tracing procedure.
- iii) [Absence@norland.ac.uk](mailto:Absence@norland.ac.uk) emails all students in the housing bubble and, if relevant, those in the teaching bubble, via the contact tracing procedure, to inform them to self-isolate for 14 days and call NHS 119 or access the online [NHS online portal](#) to book a test if they develop symptoms. The students should contact NHS 111 if unsure whether or not they have symptoms.
- iv) [Absence@norland.ac.uk](mailto:Absence@norland.ac.uk) alerts relevant tutors of students affected.
- v) The tutor will check on the wellbeing of the student regularly, notify the Student Support service where necessary and update the Norland COVID-19 database accordingly.
- vi) Relevant placements will be informed of any self-isolating students (such as all those within a housing bubble) so that a decision can be made by all the parties concerned. The placement team will update the Norland COVID-19 database accordingly.
- vii) Tutors will alert the Norland Angels if support is required for those self-isolating.
- viii) Tutors should follow up with any students who have not got back to them with an update.
- ix) [HR@norland.ac.uk](mailto:HR@norland.ac.uk) will contact relevant staff via the contact tracing procedure to advise them if they should self-isolate and contact NHS 119 or access the [NHS online portal](#) to book a test. Staff should contact NHS 111 if unsure whether or not they have symptoms.
- x) The College will notify all the necessary stakeholders, including PHE, the local school and the placements (families and settings).

### **Staff**

If a member of staff is informed by the NHS that their test is positive, they should do the following:

- 1) Email their line manager to notify them. They should continue to self-isolate for the 10-day period from the onset of the symptoms or until well enough.
- 2) Comply with the NHS Test and Trace system, remaining self-isolated under the strict rules.
- 3) Once the self-isolation period has ended and the staff member is well enough, they may return to work under the Return to Work process in consultation with their line manager.

A staff member's notification will also trigger an internal process, including the contact tracing procedure, whereby:

- i) The line manager will email [HR@norland.ac.uk](mailto:HR@norland.ac.uk) to report the confirmed case and any subsequent updates. This information will be recorded in the Norland COVID-19 database.
- ii) [HR@norland.ac.uk](mailto:HR@norland.ac.uk) will notify the Principal and the SLT immediately and check with the staff member about contacts within the College two days prior to the onset of symptoms, including students.
- iii) Any relevant staff and students will be informed via the contact tracing procedure where appropriate and may be asked to work/study from home if they are well enough, particularly if they have shared an office space or had a tutorial, and/or to self-isolate for 14 days and/or to contact NHS 119 or access the [NHS online portal](#) to book a test if they develop symptoms. They should contact NHS 111 if unsure whether or not they have symptoms.
- iv) The line manager will remain in touch to check on the staff member's wellbeing during the self-isolation period.
- v) The College will notify all the necessary stakeholders, including PHE, as well as the local community resident associations, the local school and the placements (families and settings).

***Other internal actions/points to note***

- 1) The Principal or appointee and the SLT will decide whether a Tier 2 or Tier 4 level of response needs to be implemented, which in turn will trigger a communications process to all relevant parties, including the Chair of the Norland Board.
- 2) The College will immediately report any confirmed cases to PHE and discuss the level of response.
- 3) The College will implement its contact tracing procedure, and staff and students may be obliged to self-isolate for the required period depending on the level of contact they have had with the infected person/s. Alternatively, they may be advised to contact NHS 119 or access the [NHS online portal](#) to book a test. They should contact NHS 111 if unsure whether or not they have symptoms.
- 4) The College will, at the first opportunity, contact placement settings and families and alert them to the confirmed case via the placement team where relevant. This will include alerting placements to any of the self-isolating students (such as all those within a 'housing bubble') so that an informed decision can be made by all the parties concerned. The placement team will update the Norland COVID-19 database accordingly.
- 5) Students who are on placements with families may have the option to continue with their placement, as the risk of transmission is reduced in these contexts and the government allows home-based childcare to continue even during lockdown. This

decision will be made by the family and student together with the placement team, via a professional discussion about whether or not the family is comfortable having the student continue their placement. This decision may depend on whether or not the student has been in the same bubble groups (housing and teaching) as the infected student/member of staff within the transmittable contact period, and/or whether or not they are self-isolating.

- 6) Although we are aware that early years settings may continue to operate even under lockdown, we may nonetheless suspend placements depending on the level of risk, should a confirmed case of a student or staff member occur.
  - 7) Students are to remain in their existing accommodation and should not return home while the College has moved online unless otherwise informed.
  - 8) Virtual placement alternatives may be made available to students, including virtual visits/meetings conducted by the placement team.
  - 9) The NHS Test and Trace service will contact the infected person in order to trace their contacts and alert others who may have caught the virus.
  - 10) For any student with an underlying health condition, the placement will not continue and they should immediately self-isolate under the government's strict regulations.
  - 11) Staff with underlying health conditions may be asked to self-isolate.
  - 12) The tutor will check on the wellbeing of the students regularly and notify the Student Support service if needed. The tutor will update the COVID-19 database accordingly. Similarly, the line manager will check on the wellbeing of the staff member regularly and notify [HR@norland.ac.uk](mailto:HR@norland.ac.uk) of any updates and if additional support is necessary. [HR@norland.ac.uk](mailto:HR@norland.ac.uk) will update the COVID-19 database accordingly.
  - 13) Line managers or tutors will alert the Norland Angels if support is required for those self-isolating.
  - 14) The College will liaise where necessary with PHE regarding the return to a Tier 1 response if needed.
- 2. If the placement setting has to close due to lockdown (national or local) or a confirmed case of COVID-19, or if the placement family has a confirmed case within the household**
- In these cases, the following will occur:
- 1) The family/setting must contact the placement team at the first opportunity, and the student may be removed from the setting placement or may self-isolate with the family.
  - 2) The student and their housing bubble must immediately commence self-isolation for the required period.

- 3) The student(s) affected should contact NHS 119 or access the [NHS online portal](#) to book a test if they develop symptoms. They should contact NHS 111 if unsure whether or not they have symptoms.
- 4) The student can then explore with the setting/family and the placement team, via a professional discussion, how they might continue to engage with the placement in a meaningful way, in line with the setting's own provision during closure or the family's lockdown arrangements. For example, they might be able to continue to contribute to online activities for the setting, or they may choose to go into lockdown with the family.
- 5) All those within the student's bubble groups (teaching and housing) will be informed via the contact tracing procedure so that informed decisions can be made by students and their own placement groups.
- 6) Students affected are to remain in their existing accommodation and should not return home.
- 7) If a placement (family or setting) that has a student within the bubble groups decides that the student should not continue due to concerns about the risk, the student should contact the placement team to engage with a virtual placement alternative.
- 8) The College will be guided by the placement (family or setting) and PHE's advice regarding the return of students to placements.

A student's or placement's notification of a confirmed case in a setting/family will trigger an internal process whereby:

- i. [Placements@norland.ac.uk](mailto:Placements@norland.ac.uk) will record the confirmed case and any subsequent updates in the Norland COVID-19 database.
- ii. [Placements@norland.ac.uk](mailto:Placements@norland.ac.uk) will notify relevant tutors of both the student affected and, if relevant, those within the student's bubble groups.
- iii. All those within the student's bubble groups (teaching and housing) will be informed by [placements@norland.ac.uk](mailto:placements@norland.ac.uk) or their tutor via the contact tracing procedure, and other students in the bubble (teaching and housing) may need to self-isolate for the required period. Tutors will update the Norland COVID-19 database.
- iv. The tutor will check on the wellbeing of the students regularly and notify the Student Support service if needed. The tutor will update the COVID-19 database accordingly.
- v. Relevant placements will be contacted to alert them to any of the self-isolating students (such as all those within a 'housing bubble') so that an informed decision can be made by all the parties concerned. The placement team will inform [HR@norland.ac.uk](mailto:HR@norland.ac.uk) of any updates.
- vi. Tutors will alert the Norland Angels if support is required for those self-isolating.

## **Tier 4 – Local or national lockdown**

In the event of a local or national lockdown, the following will occur:

- 1) The College will close both sites temporarily and immediately move its operations online.
- 2) Students will remain in their accommodation.
- 3) Deep cleaning of both sites will take place.
- 4) The Norland COVID-19 database will be updated as appropriate, and staff/students will continue to notify the College of any confirmed cases following the protocols outlined in this document.
- 5) All placements are likely to be suspended, although live-in and residential family placements may continue on a case-by-case basis.
- 6) The College will continue to work with PHE and will reopen as advised by government and/or PHE.
- 7) Tutors will liaise closely with their tutees to check on their wellbeing and notify the Student Support service and the Norland Angels if necessary.

### *Glossary*

By ‘teaching group bubble’, we mean the segmented groups in which students are taught, which are based on housing bubbles.

By ‘housing bubble’, we mean students who live together in HMOs.

By ‘placement’, we mean a family or a setting unless otherwise specified.

By ‘contact tracing procedure’, we mean making contact with relevant parties who will have had contact with an affected student, which may include placements and staff, to alert them to the response actions they may need to take.

### *Other helpful definitions from PHE*

Suspected case: new, continuous cough and/or high temperature and/or loss of, or change in, normal sense of taste or smell (anosmia)

Confirmed case: laboratory positive case of COVID-19 with or without symptoms

Infectious period: The infectious period is from 48 hours prior to symptom onset/date of test (in those who are asymptomatic but have tested positive for COVID-19), to 10 days after

Contact definitions:

- Household contacts:
  - Those that are living in the same household as a case, e.g. those that live and sleep in the same home, or those in shared accommodation, such as university accommodation, that share a kitchen or bathroom.

- Sexual contacts or those that have spent a significant time in the home (cumulatively equivalent to an overnight stay and without social distancing) with a case during the exposure period, or cleaners (without protective equipment) of household settings during the exposure period, even if the case was not present at the time.
- Direct close contacts: Direct face-to-face contact with a case for any length of time, including being coughed on or talked to. This will also include exposure within 1m for 1 minute or longer.
- Proximity contacts: Extended close contact (within 1–2m for more than 15 minutes) with a case.
- Travelled in a small vehicle with a case.

## What should I do if I think I have COVID-19?

### Students

The main symptoms of coronavirus are:

**a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

**a new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

**a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

Most people with coronavirus have at least one of these symptoms.

If you have one or more of these symptoms, then you must follow the guidance below:

#### STAY HOME

Contact [absence@norland.ac.uk](mailto:absence@norland.ac.uk) to let us know and ask any housemates to do the same

#### CONTACT NHS 119

Contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain whether you have COVID-19 symptoms

#### LET US KNOW

Contact [absence@norland.ac.uk](mailto:absence@norland.ac.uk) to let us know when your test is taking place. Advise us of the results as soon as you can. Self-isolate for 10 days from the onset of symptoms or as advised.

#### MEANT TO BE ON PLACEMENT?

Contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) who will decide with you the best course of action for the rest of your placement

#### RETURN TO COLLEGE

You will only be allowed to return to college once your self-isolation period (10-14 days) has ended or if you receive a negative test result after displaying symptoms. All those contacts told to self-isolate by Test and Trace must complete the 14-day self-isolation period, regardless of a negative test result themselves. You will need to agree your return to college either with your tutor, or with the placement team if you are meant to be on placement.

## What should I do if a student thinks they might have COVID-19?

### Internal actions



## What should I do if I think I might have COVID-19?

### Staff

The main symptoms of coronavirus are:

**a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

**a new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

**a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

Most people with coronavirus have at least one of these symptoms.

If you have one or more of these symptoms, then you must follow the guidance below:

#### STAY HOME

Email your line manager, who will contact [HR@norland.ac.uk](mailto:HR@norland.ac.uk), who will update the COVID-19 database



#### CONTACT NHS 119

Contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain



#### LET US KNOW

Contact your line manager to let us know when your test is taking place. Advise us of the results as soon as you can. Self-isolate for 10 days from the onset of symptoms or as advised.



#### RETURN TO WORK

You will only be allowed to return to college once your self-isolation period has ended or if you receive a negative test result. You will need to agree your return to work with your line manager.

## What should I do if a member of staff thinks they might have COVID-19?

### Internal actions

#### ALERT HR

Inform [HR@norland.ac.uk](mailto:HR@norland.ac.uk) that a member of staff suspects they may have COVID-19



#### UPDATE THE DATABASE

[HR@norland.ac.uk](mailto:HR@norland.ac.uk) will update the COVID-19 database as and when necessary



#### CONTACT OTHER STAFF

[HR@norland.ac.uk](mailto:HR@norland.ac.uk) informs other relevant staff via the contact tracing system



#### LINE MANAGERS

Line managers will contact any self-isolating staff regularly to check in on their wellbeing and will inform [HR@norland.ac.uk](mailto:HR@norland.ac.uk) if further support is needed

## What should I do if my COVID-19 test is positive?

### Students

If you are informed by the NHS that you had COVID-19 at the time you took a test, then you must follow this guidance:

#### STAY HOME AND SELF-ISOLATE

Contact [absence@norland.ac.uk](mailto:absence@norland.ac.uk) to let us know and ask any housemates to do the same



#### COMPLY WITH TEST AND TRACE

Remain in your accommodation and follow all instructions provided by the NHS Test and Trace system



#### MEANT TO BE ON PLACEMENT?

Contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) who will decide with you the best course of action for the rest of your placement



#### RETURN TO COLLEGE

You will only be allowed to return to college once your self-isolation period (10 days from onset of symptoms or as advised by T&T) has ended and you are well enough. You will need to agree your return to college either with your tutor, or with the placement team if you are meant to be on placement.

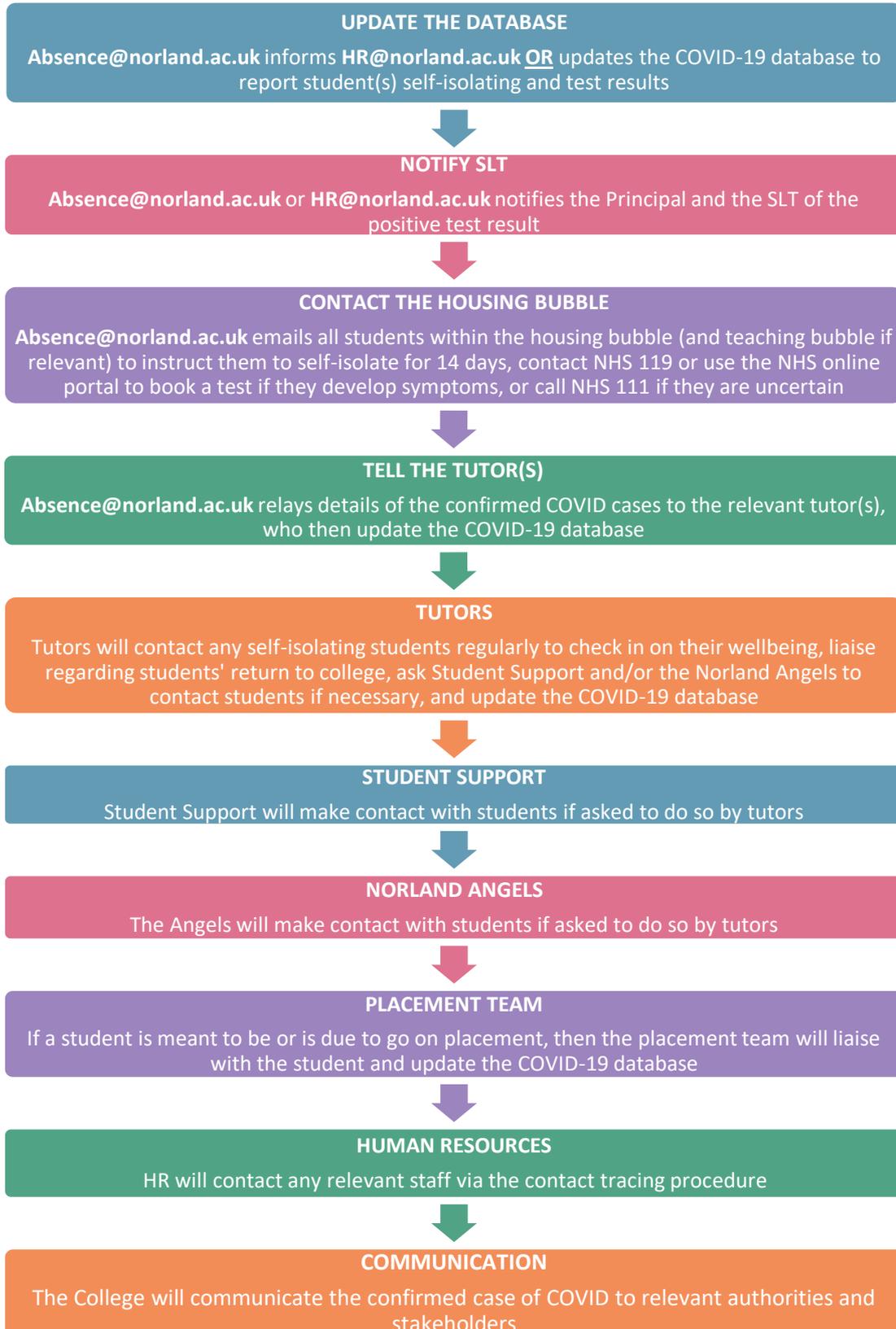


#### HOUSEMATES

If you have been advised to self-isolate for 14 days because someone you live or study with has received a positive COVID-19 test result, contact [absence@norland.ac.uk](mailto:absence@norland.ac.uk) to let us know. Update us if you have developed symptoms, and if you are getting a test, report a) when the test will take place and b) the result.

## What should I do if a student confirms they have had a positive COVID-19 test result?

### Internal actions



## What should I do if my COVID-19 test is positive?

### Staff

If you are informed by the NHS that you had COVID-19 at the time you took a test, then you must follow this guidance:

#### STAY HOME AND SELF-ISOLATE

Email your line manager to let them know and they will contact [HR@norland.ac.uk](mailto:HR@norland.ac.uk) who will update the COVID-19 database



#### COMPLY WITH TEST AND TRACE

Remain at home for 10 days from the date of onset of symptoms and follow all instructions provided by the NHS Test and Trace system



#### RETURN TO WORK

You will only be allowed to return to work once your self-isolation period has ended and you are feeling well enough to work. You will need to agree your return to work with your line manager.

## What should I do if a member of staff confirms they have had a positive COVID-19 test result?

### Internal actions

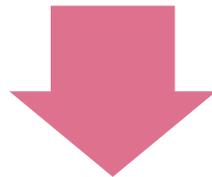
#### NOTIFY SLT

HR@norland.ac.uk notifies the Principal and the SLT of the positive test result



#### CONTACT OTHER STAFF AND STUDENTS

HR@norland.ac.uk contacts other relevant staff or students via the contact tracing procedure to instruct them to self-isolate for 14 days, contact NHS 119 or use the NHS online portal to book a test if they develop symptoms, or call NHS 111 if they are uncertain



#### LINE MANAGERS

Line managers will contact any self-isolating staff regularly to check in on their wellbeing and will inform HR@norland.ac.uk if further support is needed



#### COMMUNICATION

The College will communicate the confirmed case of COVID to relevant authorities and stakeholders

## What will happen if we go into a local or national lockdown?



## What should I do if I think I might have COVID-19 while on placement?

### Students

The main symptoms of coronavirus are:

**a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)

**a new, continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

**a loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

Most people with coronavirus have at least one of these symptoms.

If you have one or more of these symptoms, then you must follow the guidance from the 'What should I do if I think I might have COVID-19?' information chart. Additionally, you must:

#### CONTACT THE PLACEMENT TEAM

Contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to discuss whether you can engage with the placement online, or whether you should instead undertake a virtual placement



#### ON A RESIDENTIAL PLACEMENT?

Notify your placement family and contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to discuss arrangements regarding self-isolation



#### RETURN TO PLACEMENT

You will only be allowed to return to placement once your self-isolation period has ended or if you receive a negative test result. You will need to agree your return to placement with the placement team.



#### COVID-19 DATABASE

The placement team will update the COVID-19 database and inform relevant tutors, following the contact tracing procedure

## What should I do if my placement setting has a suspected case of COVID-19?

### CONTACT THE PLACEMENT TEAM

The family/setting will contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to decide whether to continue or suspend the placement



### CONTACT STUDENT(S)

[Placements@norland.ac.uk](mailto:placements@norland.ac.uk) will contact relevant student(s) to advise them to self-isolate as a precaution, contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain. Bubble groups will be informed where necessary via the contact tracing procedure.



### RETURN TO PLACEMENT

Students should contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to arrange their return to placement once the setting is ready for them to return



### COVID-19 DATABASE

The placement team will update the COVID-19 database and inform relevant tutors, following the contact tracing procedure

## What should I do if my COVID-19 test result is positive while on placement?

Students

If you test positive for COVID-19 while on placement, then you must follow the guidance from the 'What should I do if my COVID-19 test is positive?' information chart. Additionally, you must:

### CONTACT THE PLACEMENT TEAM

Contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) and your placement setting to discuss whether you can engage with the placement online, or whether you should undertake a virtual placement instead (if you are well enough)



### ON A RESIDENTIAL PLACEMENT?

Notify your placement family and contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to discuss arrangements regarding self-isolation



### RETURN TO PLACEMENT

You will only be allowed to return to placement once your self-isolation period has ended and you are well enough. You will need to agree your return with the placement team.



### COVID-19 DATABASE

The placement team will update the COVID-19 database and inform relevant tutors, following the contact tracing procedure

## What shall I do if my placement has a positive case of COVID-19?

### CONTACT THE PLACEMENT TEAM

The family/setting will contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to decide whether to continue or suspend the placement



### CONTACT STUDENT(S)

[Placements@norland.ac.uk](mailto:placements@norland.ac.uk) will contact relevant student(s) to advise them to self-isolate as a precaution, contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain. Bubble groups will be informed where necessary via the contact tracing procedure.



### RETURN TO PLACEMENT

Students should contact [placements@norland.ac.uk](mailto:placements@norland.ac.uk) to negotiate their return to placement once the setting is ready for them to return



### COVID-19 DATABASE

The placement team will update the COVID-19 database and inform relevant tutors, following the contact tracing procedure

## **COVID-19 Placement Protocol**

Norland College's [Risk Mitigation Guidance document](#) states the following:

### ***Placements***

It is our intention that all students will access placements in schools, nurseries and 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. **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. Keeping everybody safe is our priority.

### ***Virtual placements***

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

As part of the risk assessment process, the student will liaise with the family/setting prior to commencement of the placement in order to identify the particular measures in place in the setting or home, to ensure the student follows their protocols. Through this professional discussion, the student and the setting/family need to feel confident that the arrangement is workable and follows current guidelines.

We always hope for the best but need also to plan for a **range of scenarios** we may need to consider, including a further lockdown or other COVID-19-related events, once students are in their placements.

Placements should also read Norland's Outbreak Response Plan and the information charts regarding the protocols to be followed for suspected and confirmed cases, available at [norland.ac.uk/coronavirus-response](http://norland.ac.uk/coronavirus-response).

Please note that in making decisions about continuing on placement in these various scenarios, we have taken into consideration the current government guidelines, such as the [Plan to Rebuild Document](#), which states (on p. 26) that childcare, for example nannies and childminders, can take place subject to being able to meet the public health principles. These are covered by the Risk Mitigation Guidance document.

By 'teaching group bubble', we mean the groups in which you are taught – e.g. Group A1, A2, B1 and N2 OR Group C1, C2, D1 and D2.

By 'placement', we mean a family or a setting unless otherwise specified.

## Scenarios – suspected cases

A ‘suspected case’ is anyone who displays the main symptoms of COVID-19, as per NHS self-assessment guidelines [[here](#)]

### 1. If Norland College has a suspected case of COVID-19 (staff or student)

In the event of a student reporting a suspected case for themselves or a member of their housing bubble and having to self-isolate, the placement team will, at the first opportunity, contact the relevant placements. The student will not be able to remain in the placement for the self-isolation period while waiting for the result of the NHS test. The placement team, the student and the placement will decide whether the student can engage with the placement online, or whether they should undertake a virtual placement instead.

In the case of family placements, where the self-isolation occurs may depend on the circumstances of the placement and will be decided upon by the family, the student and the placement team together. The student can explore with the placement how they might continue to engage with the children in a meaningful way that is beneficial to all, if the student is well enough to do so.

If the COVID-19 test comes back negative, the student will resume placement activity as soon as possible. If the COVID-19 test comes back positive, the actions in the Confirmed Case section of the Norland Outbreak Response Plan will be instigated.

In the event of a staff member having a suspected case and having to self-isolate, the placement will not be informed unless there has been recent and close contact with the student in that placement or with the placement itself.

### 2. If a placement (family or setting) has a suspected case of COVID-19

In the event of a suspected case of COVID-19 in the setting/family, the setting/family must contact the placement team at the first opportunity. A decision can then be made by the placement team, the placement and the student about whether or not the student continues in the placement, via a professional discussion. For example, if a staff member at the placement needs to self-isolate, it is likely that the setting and the student will continue unless the student has an underlying health condition. If the placement is with a family and a family member is self-isolating, then the student will also need to self-isolate, either in their own home (setting or daily family) or in the family’s home if they are in the same household (residential or live-in). Depending on the decision and the situation, there may be opportunities for the student to continue to engage with the setting or family. For example, they might be able to continue to contribute to online activities for the setting.

All those within the student’s bubble groups (teaching and housing) will be informed via the contact tracing procedure in the sense that their placements (family or setting) will be informed that their student is in a bubble in which another student’s placement has a suspected case. This will help to ensure that informed decisions can be made by students and their own placement groups. If a placement (family or setting) that has a student within the bubble groups decides that the student should not continue due to concerns about the risk, the student should contact the placement team to engage with a virtual placement. If the student has had recent contact with a member of college staff, a decision will also be made about mitigating the risk at college.

The College will be guided by the placement (setting or family) and NHS advice regarding the return of students to placements.

## Scenarios – confirmed cases

A 'confirmed case' is when an NHS test has been taken and the test is positive [[NHS guidance](#)]

- 1. If Norland College has to close its campus due to a local or national lockdown, or if a confirmed case of COVID-19 is identified for a student or staff member**

### *Lockdown*

In the event of Norland having to close its campus due to a local or national lockdown, or if a decision is made due to a heightened risk of transmission, the College will move immediately online and will, at the first opportunity, contact settings and families and alert them to the change in operations. All placements in settings and families will immediately be temporarily suspended and virtual placement scenarios will be made available to students, including virtual visits/meetings conducted by the placement team. Although we are aware that early years settings may continue to operate even under lockdown, as they are considered key workers, we will nonetheless suspend placements due to the increased risks to all.

However, students who are on placements with families may have the option to continue with their placement, as the risk of transmission is reduced in these contexts and the government allows home-based childcare to continue. This decision will be made by the family and the student together via a professional discussion about whether or not the family is comfortable having the student continue their placement. This decision may depend on whether or not the student has been in the same bubble groups (housing and teaching) as the infected student/member of staff.

The College will be guided by Public Health England (PHE) advice regarding reopening sites and lifting the suspension of placements.

### *Confirmed case*

The College will inform all placements if a confirmed case occurs in the Norland community, and the placement team will contact any relevant settings to discuss any new arrangements that may need to occur if their student is affected in any way by the confirmed case so that an informed decision can be made regarding the level of risk.

If the confirmed case is the student in that setting/family or a student who has been in the same bubble groups (housing and teaching) as the confirmed case, they will not be returning until the confirmed case has recovered and a sufficient self-isolation period has occurred to ensure no one else in the bubble has been infected. The NHS Test and Trace service will contact the infected person in order to alert others who may have caught the virus. For any student with an underlying health condition, the placement will not continue. For students directly affected by the confirmed case who are in live-in or residential placements, the placement team will discuss with the family the best way forward for all concerned.

- 2. If the setting has to close due to lockdown (national or local) or a confirmed case of COVID-19, or if the family has a confirmed case within the household**

In the above cases, the setting/family must contact the placement team at the first opportunity and the student will be removed from the placement. The student can then explore with the setting/family, via a professional discussion, how she or he might continue to work with them. In the case of a setting, the student will no longer attend the placement. In the case of a family, the

student may go into lockdown or self-isolate with the family. The discussion may include clarifying how the student might still engage with the placement in a meaningful way, in line with the setting's own provision during closure or the family's lockdown arrangements. For example, they might be able to continue to contribute to online activities for the setting, or they may choose to go into lockdown with the family.

All those within the student's bubble groups (teaching and housing) will be informed via the contact tracing procedure so that informed decisions can be made by students and their own placement groups. If a placement (family or setting) that has a student within the bubble groups decides that the student should not continue due to concerns about the risk, the student should contact the placement team to engage with a virtual placement. If the student has had recent contact with a member of college staff, a decision will also be made about mitigating the risk at college.

The College will be guided by the placement (family or setting) and PHE advice regarding the return of students to placements.

**Note: The placement team will enable all students who have lost time in placement to have continued opportunities to meet the required learning outcomes that, if successfully achieved, will result in progression. This may be through virtual placements and/or through further additional placements once circumstances allow for placements to continue. These arrangements may be made on a Set or individual case-by-case basis.**

Please see the information charts relating to placements for a summary of these protocols and the actions that need to be taken.