



**Norland
COVID-19 Risk
Mitigation Guidance**

Introduction

Norland has put in place a wide range of risk mitigation measures to minimise the spread of COVID-19. Norland also has an Outbreak Response Plan available [here](#).

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 COVID-19 Guiding Principles. All documentation is reviewed and updated on a regular basis and shared with all members of 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 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 from September 2021.

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)

Each student and member of staff has been provided with a PPE bag. The student PPE bags contain:

- a face mask
- 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 face mask
- 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/ sanitise your hands before putting them on and taking them off. When your face mask is not in use, please ensure you store it in a sealed plastic bag (available at Reception).

If you are not able to wear a face covering because of a physical or mental illness or impairment, or a 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, to your line manager. All exemptions must be confirmed by a medical professional.

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 with COVID-19 symptoms

Under no circumstances should a member of staff or a student come onto campus if they are experiencing any of the listed confirmed symptoms of COVID-19.

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 any COVID-related symptoms, you must remain at home and contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain. **Please refer to Norland's [Outbreak Response Plan](#) for further information.**

For suspected and confirmed cases, there are standard protocols, outlined in the Outbreak Response Plan, which detail the procedures that a staff member or student should follow if they feel unwell and are displaying one or more of the COVID symptoms, or if they receive notification of a positive test result.

You should immediately self-isolate for a period of 10 full days from the day after the onset of symptoms. You must contact NHS 119 or use the NHS online portal to book a test or call NHS 111 if you are uncertain whether or not you have COVID-19 symptoms. Following this, a series of protocols

will be followed, which will help to ensure that suspected or confirmed cases are identified and then reported in the Norland COVID-19 database, and that an appropriate response action is applied. This might include self-isolation of 'bubble' groups, contact tracing and/or campus closure and movement of our operations online.

For students, it is important that the **whole household remains at home if a fellow housemate has been advised to self-isolate and is being tested**. You will need to contact absence@norland.ac.uk to report your absence and the reason for your absence. Norland will keep a central log of all students with suspected and/or confirmed cases of COVID-19, as required by Public Health England.

For staff, line managers must email HR@norland.ac.uk to advise HR of all staff absences and inform them of any suspected and confirmed cases of COVID-19. HR will keep a central log of all staff with suspected and/or confirmed cases of COVID-19, as required by Public Health England.

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 Norland until their symptoms have passed.

If you are a member of staff and are having to self-isolate but are not symptomatic or feeling 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.

Please note that we are required by law to report **ALL** positive cases of COVID-19 to Public Health England and the Department for Education.

Entering and exiting and usage of the buildings and rooms

A temporary **one-way system** is 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 the buildings. Please do not use the external buzzer. When exiting the buildings, please use the antibacterial wipes to wipe down the door handle and door release button before and after use.

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 onto campus. 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; we are investigating the possibility of air filter systems in case the weather creates difficulties with ventilation.

Quarantine for students travelling from outside the UK

All students travelling from outside the UK must, on arrival

- quarantine for 10 days
- take a coronavirus (COVID-19) test on day 2 and day 8 of quarantining

For more information, please refer to Norland's COVID-19 Travel Guidance for Students.

Test and trace

The official NHS COVID-19 Test and Trace app is part of a national testing and contact tracing programme, which is used to notify users if they have come into contact with someone who later tests positive for COVID-19.

The app will allow you to report symptoms, order a COVID-19 test and check in to venues by scanning a QR code, as well as helping the NHS trace individuals that may have the virus. The app does this while protecting your anonymity. Nobody, including the UK government, will know who or where a particular user is. The app will be used to help the NHS track the virus, not individuals.

Please read the [NHS Test and Trace guidance booklet](#) to find out more about the app and for detailed instructions on how to download and use it, or simply search for "NHS COVID-19" in your app store. If you do not have a smartphone capable of running the app, you will be unable to engage in this particular initiative.

We will display QR codes alongside guidance posters at the entrances to Oldfield Park and York Place. **All staff, students and visitors to Norland will be asked to check in by scanning a QR code on arrival. We will have one QR code for Oldfield Park and one for York Place, so you will need to check in each time you arrive at either building.** There is no need to check out when leaving the building.

Using the app to check in should occur IN ADDITION to the usual methods of registration. In other words, **you still need to swipe in and out of the main buildings, or into/out of each lecture room, etc.** This is because they are different systems for different purposes.

If you are a staff member and are expecting a visitor, please ensure they check in with the app as well as signing in with reception (please see the section below regarding external visitors).

Asymptomatic mass testing programme

Norland has been engaging with the national universities asymptomatic mass testing programme since November 2020. The programme is operated by NHS Test and Trace to provide an on-campus Asymptomatic Testing Site (ATS) so that students without symptoms, who may be infectious but unaware, are able to get tested and asked to self-isolate if they are positive, or reassured quickly if they are not.

Lateral flow device (LFD) tests do not require a laboratory to process the sample. Processing of these samples can be conducted at a dedicated testing site by trained personnel and can rapidly turn around results within an hour. Use of LFD tests could significantly improve the detection of positive cases, so people can isolate themselves and prevent the spread of the disease.

Students testing positive for the virus will be contacted by NHS Test and Trace by email or text to help them track their contacts. This will help people to identify who they may have been in close contact with, protecting others from further transmission. Close contacts of those testing positive will also hear from NHS Test and Trace, asking them to stay at home from the date of the test result plus the next 10 full days to prevent them from unknowingly spreading the virus. Students do not need to do a confirmatory PCR test if they receive a positive LFD test result.

The testing process requires a self-administered throat and nasal swab. Further information regarding the self-swabbing process can be found [here](#).

Participation in the testing programme is voluntary but we highly recommend students and staff do their civic duty and get tested. Individuals should have twice weekly lateral flow device (LFD) tests to maximise the effectiveness of the testing programme.

Norland has an ATS at each campus and students are allocated slots which coincide with their independent study sessions. Should a student be unable to attend an appointment, they must email absence@norland.ac.uk as soon as possible.

Vaccines

The COVID-19 vaccines work by teaching your immune system how to defend itself against attack from the virus. People most at risk from the complications of COVID-19 have been offered the vaccine first. The vaccine will then be offered to other members of society. For further information about the vaccination programme, please see [here](#).

When you receive your vaccination, please do let Norland know. Students can inform us by emailing absence@norland.ac.uk and staff can inform their line manager who in turn will need to report this to HR by emailing hr@norland.ac.uk.

The wider community

Staff and students must maintain their vigilance and compliance with all risk mitigation measures both on and off campus in order to protect the local community, including social distancing and test and trace.

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.**

Use of the staffroom and kitchen

Staff can use all the facilities available in the kitchen areas provided that 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 staffroom 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 staffroom. There is also an external seating area available for staff to use for lunchtime should they wish.

There will be a three-person rule in operation in the staffroom. Should the staffroom 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 in the garden.

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.

Please keep windows open, especially if there are more than two people in the room.

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.

Internal post for the other campus must be placed in a plastic mailbag and wiped down after use.

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.

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 (segmentation), only having one year group on campus at a time, restricting access to common areas and reducing movement around campus**. These arrangements enable us to deliver almost all lectures face to face on campus 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.

Norland 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. 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.

Please refer to the [Placement Protocol](#) for further guidance on what to do should there be a COVID-19-related incident at your placement.

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. 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 2019/20, 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 Office for Students and the Quality Assurance Agency.

Independent study

Please see the Library section for further information on how to book study space on 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

zomba!) and running. New ideas are actively encouraged – this is your student experience! We have set up a Virtual Extracurricular Noticeboard on MyDay, where you can find further information for these activities. Please note that we may have to make risk mitigation adjustments for any requested external activities.

Lunch and refreshments

In order to accommodate 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 Norland. 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 on campus 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.

Travelling to and from campus or placement

If you must use public transport, please follow the latest [government guidance](#) to ensure you are travelling safely. This guidance is also helpful for when you travel at the beginning and end of term. The guidance includes the following suggestions:

- wear a face covering unless you are exempt
- maintain social distancing guidelines
- wash and/or sanitise your hands when you get on and off the vehicle.

Travelling home during holidays

- **Students who are self-isolating must not travel home.**
- All students travelling from overseas have to quarantine for 10 days upon their return and will not be permitted to return to campus until this period of time has passed.
- All students travelling abroad should adhere to the government guidelines regarding travel.
- Please inform us if you are travelling abroad.

For further information, please refer to the [COVID-19 Travel Guidance for Students](#).

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 the Head of Learning and Teaching at the planning stage, and a decision will be made on a case-by-case basis.

The nursery has been temporarily repurposed for use as an ATS so is not currently available.

Library

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

During term time, the library opening hours are:

- **Monday to Thursday: 8:30am to 9:30pm**
- **Friday: 8:30am to 4:30pm**
- **Saturday: 9am to 4pm**

However, to make sure that students are kept safe and that social distancing rules are maintained, students must book a study space before coming in. Please email Chris Jones or Kat Aveyard to request a slot. You will then be advised which room you have been allocated. You must book in advance or you will be asked to leave.

At all times you must wear a face covering unless exempt.

Students who have been allocated a space will be permitted to browse the library shelves. Please note that you must hand sanitise before and after handling any books. Similarly, you are welcome to approach Chris or Kat for advice, provided social distancing is maintained.

Should you only wish to come onto campus to print-off material, please email the documents to Chris and Kat who will then printout the documents and leave them at reception for you to collect.

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 by any staff and students requiring space for a meeting.
- Norland has invested in Togetherall, an online platform providing mental wellbeing support, which students can access 24/7.

The Norland Angels

The Norland Angels is a support group run by Norland students to help their fellow students who may need support while self-isolating. The Norland Angels can arrange food parcel deliveries and collect medicines for students who are unable to leave their house.

To contact the Norland Angels, either to offer your time to help or because you are self-isolating, please use the Norland Angels tile on MS Teams.

Student Space platform

The [Student Space](#) platform, developed with the Office for Students, has been created to help students access support during the COVID-19 pandemic.

Student Space allows students to:

- access dedicated support services, by phone or text
- find information and tools to help them through the challenges of the pandemic
- access support provided by their university.

Student accommodation

Although Norland does not manage student accommodation, we have good working relationships with our first-year landlords. **We advise all students in houses of multiple occupancy (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 if they have to self-isolate).**

The teaching groups have been based on the student houses in order to create teaching 'bubbles'. This will help reduce the transmission of COVID-19 by limiting the 'mixing' of different groups of students. This is only a temporary measure, and we will aim to widen and mix teaching groups once we are able to resume our normal timetable.

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

IT support

All IT issues must be reported by emailing helpdesk@norland.ac.uk.

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

If the IT support 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 support technician approaches. The IT support 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 support 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 the document hub.

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 FACE COVERING 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 Norland 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 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 have their temperature taken by the receptionist who will use a non-contact thermometer. Should your guest present with a high temperature, they must leave immediately and take advice from NHS 111.
- They will be required to provide their name and contact telephone number for our internal contact tracing system. These details will be retained for 21 days as required by the NHS Test and Trace process.
- You must supervise their visit and show them how to exit the building once their visit has concluded.

NQNs

Under current government guidance, providing paid childcare in a child's home is permitted. 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 Norland 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 help and guide you with further information or support during this time.

Measures in response to COVID-19 cases

Please refer to [Norland's Outbreak Response Plan](#).

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. These systems include the twice weekly LFD testing and a reporting system for any student or staff member who displays symptoms, and self-isolation will be required for any suspected cases (which will include the rest of the household for students in HMOs).

Norland 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, Norland will take advice from Public Health England (PHE). This is likely to result in 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 10 days (from the last point of contact or from when symptoms developed, as per PHE guidance) or until deemed safe. Both sites will remain open and will sustain operational services, but staffing attendance onsite may be reduced. Decisions will be based on the level of risk and/or made in consultation with PHE. If necessary and/or advised to do so by PHE, Norland will move online and close both sites.

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. Moreover, a Norland representative regularly attends the South West Public Health England Universities COVID-19 Network to keep abreast of the current situation for HEIs in the South West.

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 Norland and the student experience.

Further information and contact details for queries

Please visit our [coronavirus page](#) on our website for more information regarding our Placement Protocol, Outbreak Response Plan and travel guidance.

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, Head of Learning and Teaching deborah.buck@norland.ac.uk

For all other queries

Stephanie Taylor, Head of HR, Resources and Compliance stephanie.taylor@norland.ac.uk