

## Covid-19: Frequently Asked Questions (FAQ) Gants Hill Campus

Question	Response
Is the College still open for students?	Yes, though please refer to your class timetable as "Class Rotation" has been introduced to accommodate Social Distancing! Some students will attend physically, whilst others will attend Online. Your timetable will indicate when you are expected to do either of the above
Do I need to wear a mask when I am in Class?	No – Students are not required to wear a mask during class, though may do so if they wish
Do I need to wear a mask Outside Class?	Yes, Outside Class (and in the building), you must wear a mask at all times, even when visiting the toilets
Should I attend the College if I feel unwell?	No, under current circumstances we should all take more precautions than usual. You may still join your class online, from home, if you feel well enough to study.
I feel that it is too risky for me to travel on public transport; if I study from home, will I still receive an attendance mark?	If this is the case, please contact your course Programme Administrator to make them aware!
I want to meet with a member of Marketing to discuss a problem with my student finance; may I do this?	Yes, you may still undertake such discussions. However, firstly consider if this might be done by telephone, or e-mail. If you feel that this is not practical, then you should make an appointment to see someone. When you arrive at the ground floor, wait at the barrier until the person with whom you have your appointment comes to collect you. Please wear your mask!
I need some help from Student Support, can I still access this?	Yes, you may still undertake such discussions. However, firstly consider if this might be done by telephone, or e-mail. If you feel that this is not practical, then you should make an appointment to see someone. When you arrive at the ground floor, wait at the barrier until the person with whom you have your appointment comes to collect you. Please wear your mask!
<b>NB: as far as practicable, our Open-Door Policy remains in place; however, we ask that you make appointments for these occasions.</b>	
May we still use the lift?	Yes, the lift is still available, but we ask that a maximum of two people use it on each occasion, to maintain social distancing. <b>Please give priority use for those less able than you.</b>
Where can I sanitise my hands?	There are sanitiser stations on each floor, on the landings just outside the lift.
The sanitiser station is empty, who do I report this too?	Please report this immediately to <b>Reception</b>
May I attend college on a non-designated day?	No, we are seeking to keep class groups segregated to minimise risk. If you do have to attend the College on a non-designated day (for example if your Wi-Fi has failed), then we have 12 emergency workstations for this purpose, which you may use to log in to your lesson remotely, but you would not be able to join a physical class.  <b>NB: these 12 workstations will be allocated on a first come, first served, basis. Once they are allocated, no further students will be allowed into the College.</b>

<b>How long will these measures be in place for?</b>	We continue to listen to guidance from Government, from the Local Authority, from the OfS, as well as other reputable sources; using this guidance to inform our actions.
<b>Will you close the College again like you did in March?</b>	Hopefully not, though if this becomes a government requirement, or if we feel that this might be in the best interests of our students and staff for their safety, then we may take this course of action. If we should do that, then you will still be able to access your lessons remotely as you do on your non-designated attendance days.
<b>Should I change my mask if I have travelled to College on public transport?</b>	Yes, this would be good practice.
<b>How often should I wash and sanitise my hands?</b>	You should do this upon arrival at College, each time you use the washrooms and at regular intervals throughout the day – ensuring you do so with the soap provided and for at least 20 seconds!
<b>Will I be able to get tea and coffee whilst I am at College?</b>	No, we have closed the break areas, as these would contravene social distancing measures. You will still be able to obtain drinking water.
<b>What time is my break?</b>	We are staggering morning and afternoon breaks, by floor. You will be told your break times by your lecturer.
<b>May I bring my lunch to College?</b>	You may bring lunch to College, but you should not eat this within the College premises; we are asking that students leave the building for their lunch break as we do not have sufficient facilities to allow for socially distanced breaks within the premises.
<b>I have a question that is not listed above, who should I ask?</b>	In the first instance, you should address your question to your lecturer. If your question is of a sensitive, or private, nature, then you should speak to a member of the Student Welfare team, in confidence.