

Covid-19: Frequently Asked Questions (FAQ)

Gants Hill Campus

Question	Response
Is the College still open for students?	No, under current Government Regulations, our campus is closed to students, with all teaching delivered online until further notice.
How do I access my Online Classes?	<p>All students have been sent their college email ID with Password through students' personal email.</p> <p>Nelson College London uses the Microsoft Teams platform for Online classes.</p> <p>All students have received their online schedule/class invitation link through their college email, along with the class timetable and academic calendar.</p> <p>In the VLE (individual module announcement section), a link is provided to access online classes.</p>
What if I forget my password or access details to the VLE?	If you forget your password or it doesn't work, please go to this link https://nclvle.co.uk/my/ . You will see an 'NCL Service Desk' on the right-hand side. Please click on the icon, provide your details and describe your problem there. Our dedicated team will resolve your issue asap.
Once face-to-face Teaching Resumes	
Do I need to wear a mask when I am in Class?	No – Students are not legally required to wear a mask during class, though may do so if they wish
Will face-to-face classes be back to normal?	Partially - We will run blended learning classes (Socially Distanced), with 50% of your class attending college physically, whilst the remainder attend Online (synchronously). This will work on a rotation basis, to ensure that every student has the opportunity of face-to-face learning
Do I need to wear a mask when I am 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.
If I feel that it is too risky for me to travel on public transport and 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 and they will advise accordingly
If I want to meet with a member of Marketing to discuss a problem with my student finance; may I do this?	Students should first 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, once face-to-face teaching resumes. 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!

<p>If I need some help from Student Support, can I still access this?</p>	<p>Yes. In the first instance, contact your department team/module leader. Once face-to-face teaching returns, you may also make an appointment to see someone.</p>
<p>NB: as far as practicable, our Open-Door Policy remains in place, though via email, Social Media and telephone until face-to-face teaching resumes. Once it does, we ask that you make appointments on these occasions.</p>	
<p>May we still use the lift on our return to College?</p>	<p>Yes, the lift is still available, but we ask that a maximum of two people use it on each occasion, to maintain social distancing. Please give priority use for those less able than you.</p>
<p>Where can I sanitise my hands?</p>	<p>There are sanitiser stations on each floor, on the landings just outside the lift.</p>
<p>Who do I report to if the sanitiser station is empty?</p>	<p>Please report this immediately to Reception</p>
<p>On return to the College can I attend on a non-designated day?</p>	<p>No, we are seeking to keep class groups segregated to minimise risk. However, in exceptional circumstances, if you do have to attend the College on a non-designated day (for example if your Wi-Fi has failed), please contact your departmental administrator immediately. In this instance, we may be able to access one of 12 emergency workstations for this purpose. If available, you may log-in to your lesson remotely, but you would not be able to join a physical class.</p> <p>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.</p>
<p>How long will these measures be in place?</p>	<p>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.</p>
<p>Once open for students, will you close the College again?</p>	<p>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.</p>
<p>Should I change my mask if I have travelled to College on public transport?</p>	<p>Yes, this is good practice.</p>
<p>How often should I wash and sanitise my hands?</p>	<p>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!</p>
<p>Will I be able to get Tea/Coffee whilst I am at College?</p>	<p>No, we have closed the break areas, as these would contravene social distancing measures. You will still be able to obtain drinking water.</p>
<p>What time is my break?</p>	<p>We are staggering morning and afternoon breaks, by floor. You will be told your break times by your lecturer.</p>

<p>May I bring my lunch to College?</p>	<p>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.</p>
<p>I have a question that is not listed above, who should I ask?</p>	<p>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.</p>