

**Government announcement – holding statement Monday 22<sup>nd</sup> pre announcement**

**Subject:** Message to all students and staff from Vice-Chancellor Professor David Richardson:  
Government announcement due today [22 Feb]

Dear colleagues and students,

As you may be aware, there is expected to be an announcement from the Government today [Monday 22 February] detailing the 'roadmap' out of the current national restrictions and lockdown.

I wanted to write ahead of this to reassure you that the University has been considering a range of different scenarios and frameworks to be as prepared as possible for this announcement, and we will be monitoring the Government's statement with care to see how this may affect any of our plans.

The Executive Team will be meeting tomorrow to discuss and finalise these plans, and I will aim to update you on these within the next few days.

Yours,

David Richardson

Vice-Chancellor

**Government announcement – holding statement – post announcement**

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DRAFT – FOR FEB 25 2021 ISSUE

Dear students

I wanted to update you, following my email on Monday, in relation to the Government's announcement about the gradual planned changes to COVID restrictions over the coming weeks and months.

The announcement from the Government is broadly in line with our own plans until the end of March, which we informed you of in early February. This means we will be continuing with largely online delivery of our taught programmes to undergraduate and taught postgraduate students for the second four weeks of the semester, up until the Easter break (which begins on Saturday 27 March).

We have already been planning for the delivery of certain elements to meet course requirements on campus from March 8 and I am pleased to say that we are now able to proceed with these plans, where for example there is a practical course requirement. Students involved in this will hear directly from their Schools about the arrangements, which are focussed on certain cohorts in BIO, ENG, CHE, EDU & MED (tbc). Please do not worry in terms of your course requirements as Schools will contact students directly where there is a need to return before the end of March to meet practical or other elements of their courses.

*[I am pleased to say that we are able to proceed with our plans to deliver certain practical course requirements on campus from 8 March. Students affected by this will hear directly from their Schools about the arrangements, which are focused in certain cohorts in BIO, CHE, EDU & MED (tbc). Schools will advise their students whether there is a need to return before the end of March to meet practical or other elements of their courses.]*

Students are also permitted to return to campus in exceptional circumstances, for example where they don't have access to appropriate alternative accommodation, facilities or study spaces or where they need to return for health and safety reasons. I would like to reassure all students that may be in this position that you are very welcome to return to campus if you need to.

Postgraduate research students can still access specialist research facilities and PGR office spaces where needed, but we encourage PGR students to continue working from home where they are able to. Face-to-face supervision and professional doctorate teaching should also remain online for now, and this will be reviewed in March.

Where students are able to return or use facilities on campus, to help keep the UEA community safe you are expected to be tested for COVID twice a week using our [rapid testing facility](#). Tests are free and quick and easy to do, and should be booked in advance on [My UEA](#). We will of course continue to support all students who may need to self-isolate.

Looking ahead we very much hope to welcome back more students as soon as possible and it remains our hope that students will be able to re-join us on campus in time for the final part of the Semester (from Monday 26th April). We had hoped to be able to confirm this during March but we now know from the Government's announcement on Monday that this will be subject to a Government review on or around 12th April. This means we will need to wait until the Government announce the outcome of their review and we will be in touch as soon as possible afterwards.

Looking ahead to the summer, I very much hope that as the restrictions lift in a phased way there will be many opportunities for students to enjoy the campus, explore more of our fine city of

**Commented [S1]:** Might just be me but I'm not sure this is particularly clear? Have offered some suggestions in brackets below, but let me know what you think.

**Commented [S2]:** Following OPG meeting today

**Commented [S3]:** Following feedback from [redacted] at the student comms group yesterday.

**Commented [S4]:** There's also a requirement in the guidance that should a student be travelling from an area currently having 'surge testing' for variants, they need to be tested before they arrive – does this need to be included here? Or more suited for FAQs maybe?

Norwich and the Norfolk coast and countryside beyond. To help we have decided to offer all students in UEA accommodation a free four week extension of their licences with us. This will run from the end of the existing licences in June forward until Sunday July 25<sup>th</sup> and the UEA Accommodation Office will be in contact with students in accommodation next week with more information. (check with Phil we can do this)

I think there are good reasons to look forward positively and we will continue with our online provision and continuing support for students, while planning for the increasing opportunities that the Government's timetable enables. We already have a number of facilities on campus like the Library and shop open and we will be looking to open more areas, like the SportsPark in a phased way as soon as we can.

Please do take care.

Best wishes  
David



FINAL DRAFT

Message for all taught students from: Emma Sutton, PVC Student Experience and Education

Title: **Return of marks and feedback**

Dear Students

Due to the ongoing challenges that we are all facing associated with the pandemic, we are writing to advise you that we are making allowance for academic colleagues to have an extended period in which to complete marking and moderation activity. This will apply to any assessment items with an original submission deadline up to 31 March. We believe that this approach will help students by maintaining the quality and consistency of our assessment processes at this time.

For staff that need this flexibility, we are enabling them to make use of an additional 10 working days should they need to.

This means that where we would normally look to complete marking and provide you with results and feedback in a 20 working day turnaround time, this will now be extended to up to 30 working days. For larger coursework items (dissertations, projects, and professional portfolios) that usually have a 30 working day turnaround time, this will now be completed and returned in up to 40 working days.

Whilst some staff may not use this facility, this change may mean that you receive your mark and feedback later than usual. Please be assured that where they can, your teaching team will still try to complete their marking as quickly as possible, but we hope you will agree that it is important to offer this extra time where it's needed.

In offering this flexibility for our colleagues we hope it offers them support during a time where we have seen significant demands in respect of workload, with many colleagues balancing work with caring responsibilities.

We ask for your understanding and support, and hope that you will appreciate the reasons why we have introduced this temporary change to our marking process in these exceptional circumstances.

If you have any queries, please get in touch with your LTS hub, either by [email](#) or by using the [live chat service](#).

Many thanks

Emma

Prof Emma Sutton, PVC Student Experience and Education

## ADVICE FOR STUDENTS

**Updated 19.08.2020**

Please also take a look at the [updated FAQs on the Portal](#) about assessment, exam boards, results and progression. These will help you understand what you can expect to happen at the July exam boards, depending on whether you have finished all of your assessments or are still working on them.

### **What's happening for next academic year (2020/21)? Will students be taught on campus?**

**We're looking forward to welcoming students back to campus in September. Our current teaching plans for next year are:**

- To start as usual in September and to deliver as much in person, on campus teaching as is safe and practicably possible to do so, for example through small group teaching.
- We are planning to deliver the academic content of larger lectures digitally for all students in advance of smaller group face-to-face sessions.
- We will also do our best to ensure that students who are unable to return to UEA in September to commence face-to-face teaching can continue to participate as fully as possible remotely and online, until such time as they are able to join us.
- We understand that some students might feel worried about returning to study on campus due to their personal circumstances such as health, travel, money or caring responsibilities. We are committed to supporting students to continue on their courses. Please let us know if you have this type of concern as soon as possible by emailing [mailto:returners\\_support@uea.ac.uk](mailto:returners_support@uea.ac.uk) so that we can then follow this up with you and provide an opportunity to present your concerns. Identifying this early means we will be able to start to help you.

### **When will teaching begin next academic year?**

Please see our [Semester Dates](#) on the Portal.

### **How will students be assessed next academic year?**

Details around assessments for next year are continuing to be worked on and will be communicated to students once finalised. One change that has been made for next academic year, however, is the introduction of an assessment period in January at the end of the Autumn Semester in which students will be able to complete some items of coursework and projects and sit examinations. The summer assessment period will reduce to three weeks.

Students will also be contacted by their Heads of Schools regarding any changes to modules next academic year.

### **What about student maintenance loans and bursaries - are there any changes?**

It's been a very uncertain year and not surprisingly many people have worries about their financial circumstances. UEA is here to help and we've put some extra measures in place to support students encountering financial difficulties.

As usual students need to apply to [Student Finance England \(SFE\)](#) to see if they are eligible for a maintenance loan from SFE and bursary from UEA for the next academic year. We encourage you to

apply as soon as possible. UEA will use SFE financial information, with your consent to share, to assess your eligibility for a bursary.

This assessment will look at your household income for the 2018/19 financial year so if your financial circumstances have changed it might be wise to consider asking SFE to reassess your case. This means that even if you weren't eligible for extra support previously, you might be in 2020/21.

This year we've also arranged for students who are eligible for a UEA bursary to be paid their first instalment earlier than usual, on the 25th September. This will also be a larger slice of your entitlement with half paid upfront and then half in February. We hope this will help students buy what they need to support their studies, whether that's new technology, books or other materials. You can find out more on our [bursaries page](#).

### **Where can I find information on learning and assessments for the remainder of this academic year (2019/20)?**

Please see information on the Portal relating to [undergraduate](#) and [postgraduate taught](#) assessment for this year.

### **How is the University making sure the campus will be safe to return to in September?**

Student and staff safety is our number one priority. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when you are walking around. We've changed our timetable and introduced one-way systems and marked areas to help maintain social distancing. There are increased hygiene facilities and hand sanitising stations are being installed at key locations.

Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

At the start of the new academic year we will also supply all students and staff with a [DoorMate](#) which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces. We are also encouraging regular handwashing as this is the most effective way to combat the virus.

### **Will students have to wear face coverings?**

As with the rest of the UK, face coverings must be worn where they are required by law. This means when in shops on campus and other buildings such as the Library and the Sainsbury Centre. UEA also strongly recommends that students wear face coverings where they are unable to maintain social distancing outside of their households. The University will be providing two reusable, washable face coverings for students and staff to use. Please review the [Government advice to stay up to date](#).

### **What facilities will be open on campus in September?**

Many of our cafes and restaurants on campus have reopened under Government guidance – see [here](#) how we're welcoming you back and making it safe to eat and drink with us. We are working closely with our colleagues in the Students' Union to make sure that the social aspect of your time is as close to what you would expect.

[Sportspark](#) has also recently reopened in accordance with government guidelines, as has the [Sainsbury Centre](#), so you'll be able to enjoy their world-class facilities. The Library building has also recently reopened - please read the [Library FAQs](#) to find out more.

Government advice is changing and we will respond accordingly - details are continuing to be worked on, and students will be kept informed.

### **Will sports facilities and clubs be up and running?**

Sportspark has recently reopened in accordance with government guidelines – find out the [measures](#) they're putting in place so that you can enjoy their world-class facilities safely.

[UEA Sport](#) will also be running a number of activities and initiatives to get students involved in sports and physical activity. With 58 sports clubs on offer, from archery and ballet, to rowing and cricket, there's plenty of choice. UEA Sport will provide support and ensure sessions are run according to government and Sporting National Governing Body guidelines. Where clubs cannot train because of social distancing, we will run online classes and challenges so they can still participate in sports club activities. As well as sports clubs activities, UEA Sport will continue to run their award-winning Active Campus participation programme, including initiatives such as wellbeing dog walks, day trips to local areas, drop-in sports and group exercise classes, inter-faculty competitions and events, all of which adhering to social distancing and government guidelines.

### **How will I be able to travel to and from campus safely?**

Cycling from Norwich City Centre to campus is easy. UEA is located on a Pink Pedalway route which crosses the city. We have more than 3,000 cycle racks, secure covered parking for bicycles and a bike servicing unit on campus. We also have hire bikes around campus and bike stands outside our city centre student accommodation so you can cycle around without having to invest in your own bike. We're also teaming up with the City Council to see if Norwich can be a trial area for rental e-bikes and e-scooters.

There are regular buses from the town centre to campus and bus companies have reduced capacity inside to ensure passengers can socially distance. They have also enhanced their cleaning. One of the largest bus companies, First Bus, will be running buses more frequently in the evening and night time and they have invested in new and larger buses to help transport people around the city safely.

### **I'm an international student – what happens if I'm unable to arrive on time for the start of the semester or if I'm affected by travel restrictions?**

We are hopeful that any travel restrictions in place globally will be eased by September and we are closely monitoring the situation while following Government guidance. We will ensure that students who are unable to return to UEA in September to commence face-to-face teaching can continue to participate virtually and as fully as possible, until such time as they are able to join us.

We are also taking steps to provide flexible arrival options so international students who are required to self-isolate will be able to arrive two weeks before their semester commences, with those staying in UEA accommodation able to access their room early. You will have access to a comprehensive set of virtual learning tools, access to your lecturers and our digital library. This will ensure that you are able to commence learning and transition seamlessly into your classes.

Student welfare and safety is at the forefront of everything we do, and we will send detailed information on the arrivals process to returning students throughout July and August.

**I'm an international student on a Tier 4 visa and I am remaining in the UK to continue my studies remotely – what do I need to do?**

If you are remaining in the UK and are continuing your studies remotely, we still request that you complete the University's [Self Declaration of Absence form](#).

**I'm an international student in the UK with a visa which has just expired or is expiring shortly, and I am unable to leave because I am self-isolating or travel restrictions are preventing me from returning home - what do I need to do?**

The Home Office has recently changed its guidance around immigration implications of COVID-19 – if you had a visa that expired between 24 January 2020 and 31 July 2020 and requested an extension, please visit the [Home Office's website](#) to find out what you need to do next.

**I'm an international student with a Tier 4 visa studying Medicine or Nursing. Am I still restricted in the number of hours I can work per week during term time?**

On 31st March the Home Secretary announced that, as a response to the national effort to combat coronavirus, trainee doctors and nurses will not be limited by the number of hours they can work in the NHS during term time. This change is expected to be in place for a limited period and only applies to work undertaken in the NHS. Your course and/or your School may have additional recommendations to consider as you balance your studies and any work so please ensure that you are aware of these before making any commitments.

~~**I left some belongings in my room in UEA Accommodation and would now like to collect them – what do I need to do?**~~

~~If you have returned home but still have belongings in your room in UEA Accommodation, the Government changed their guidance on 21.05.20 stating that students in England can return to their student accommodation to collect any belongings, provided they follow social distancing guidelines while doing so. UEA Accommodation have emailed students with details on how to arrange collecting their belongings – please check your UEA email. If you have any questions regarding your room in UEA Accommodation, please email [accom@uea.ac.uk](mailto:accom@uea.ac.uk).~~

**I am a member of the British Armed Forces reserves - will I get deadline extensions and delayed examinations when I return to my studies?**

Yes, students who are British Armed Forces reserves, or who are in other specialist volunteer roles, and who are deployed in this role will be given whatever support is necessary to ensure they can successfully complete their studies.

All students need to watch our Safety First video to understand the measures we've put in place this year and to know what we all need to do to keep each other safe. It counts on all of us respecting each other and our community – let broadcaster and author [REDACTED] talk you through our safety measures for 2020/21:

**[EMBED SAFETY FIRST VIDEO]**

## **I HAVE QUESTIONS ABOUT TEACHING/TIMETABLES THIS YEAR – WHO SHOULD I CONTACT?**

We've collated some answers to common student academic queries, such as questions about timetables and module changes, which might help in the first instance – you can find these on [My UEA](#).

If your question isn't answered here, please get in touch with your [Learning and Teaching Hub](#).

During Autumn 2020, the Learning and Teaching Service will be offering face-to-face assistance along with Student Services at two Student Enquiry Points based in the Arts Hub and Elizabeth Fry Hub between 9am and 5pm, Monday-Friday. This service will be to signpost students to help and assistance where available online, set up appointments with Wellbeing or Student Life staff or to provide support with academic queries relating to the student's course of study. Students are welcome to visit either Student Enquiry Point, regardless of School of study.

### **When should I visit a Student Enquiry Point?**

Please only visit in person if you:

- can't find the information you need online
- don't know where to go for help
- need help finding a teaching room on campus



- would like to book an appointment with Wellbeing or Student Life staff (Arts Hub only)

Please do not visit the Student Enquiry Points with questions about module changes or timetables as the staff won't be able to help you with this, there are [forms online](#) which you should complete to request changes and please use the [email address](#) to contact your Hub team.

Please do not enter the space if it is busy with a long queue as we need to ensure that there is no crowding to keep all staff and students safe.

## **HOW WILL STUDENTS BE ASSESSED NEXT ACADEMIC YEAR?**

Details around assessments for next year are continuing to be worked on and will be communicated to students once finalised. One change that has been made for next academic year, however, is the introduction of an assessment period in January at the end of the Autumn Semester in which students will be able to complete some items of coursework and projects and sit examinations. The summer assessment period will reduce to three weeks.

Students will also be contacted by their Heads of Schools regarding any changes to modules next academic year.

## **I HAVE CONCERNS ABOUT ARRIVING ON CAMPUS OR TAKING PART IN FACE TO FACE LEARNING DUE TO MY PERSONAL CIRCUMSTANCES, WHAT CAN YOU DO TO SUPPORT ME?**

Following new circumstances arising this month, including changes made by UK Government, we have reviewed again the scope of flexibility of study options we can provide to students at the start of the new semester. In light of these new circumstances we will consider, where possible, any requests to start courses in an online only format to begin with this semester. It is important to be aware that this option is not possible for every course offered at UEA, for example those with practical and/or practice based elements.



If any student wishes to consider this option they should email [returners\\_support@uea.ac.uk](mailto:returners_support@uea.ac.uk) if they are a returning student, and if starting as a new student in 2020/21 [newstudents.remotestudyneed@uea.ac.uk](mailto:newstudents.remotestudyneed@uea.ac.uk).

## **I THINK I HAVE CORONAVIRUS SYMPTOMS – WHAT SHOULD I DO?**

Please follow the steps on our [Covid Checklist](#) to find out what you need to do.

## **SOMEONE I LIVE WITH HAS CORONAVIRUS SYMPTOMS/HAS TESTED POSITIVE FOR CORONAVIRUS – WHAT SHOULD I DO?**

You will need to self-isolate for 14 days, beginning from whenever the person started displaying symptoms or, if they were asymptomatic, from when they received their positive test result. The government has produced guidance for [self-isolation](#).

## **IF I NEED TO SELF-ISOLATE, WHAT SUPPORT IS AVAILABLE FOR ME?**

You will need to self-isolate for 14 days, beginning from whenever the person started displaying symptoms or, if they were asymptomatic, from when they received their positive test result.

## **CAN STUDENTS SELF-ISOLATE IN SHARED ACCOMMODATION ON OR OFF CAMPUS?**

Yes, self-isolation within wider households is permitted by [UK government guidelines](#).

You or one of your fellow students may need to self-isolate within your shared accommodation. Most of those self-isolating at the beginning of the semester will be

doing so for only a short period as a precautionary measure. As you will have seen in the news, the UK government has introduced quarantine measures for those visiting from certain countries and we are following this guidance.

Self-isolating students should not use the shared areas of the flat at the same time as other students and will receive appropriate support from our Student Services team.

If you are a student who is self-isolating within shared accommodation, please follow [this guidance](#) to ensure the safety of yourself and others.

Your safety is of the highest priority and we have worked hard to ensure your environment is safe, supportive and inspiring. Maintaining this will require us all working respectfully together as a unified university community.

If you have concerns or would like more information please contact [studentsupport@uea.ac.uk](mailto:studentsupport@uea.ac.uk).

## **DO I NEED TO DOWNLOAD THE NHS TEST AND TRACE APP?**

The University is fully supporting the new NHS Covid-19 Test and Trace app – due to launch on Thursday 24 September – and urges all staff and students to download and use it.

The app will alert you if you have been near those who have tested positive, inform you of the level of risk in your postcode, check if you have the symptoms of coronavirus, help you book a test and get the result, and give advice on self-isolation and a countdown timer.

There is also a 'check-in' feature, which means you will be alerted if you have recently visited a venue where you may have come into contact with the virus. You will see QR codes at campus locations such as cafes, restaurants and the Sainsbury Centre – by scanning the QR code on entry, you will build up a digital diary on your phone of the venues you have visited. This can support discussions with contact tracers if you become ill with coronavirus, and means important public health messages can be sent to relevant app users' phones if needed.

It's important to note that all information collected by the new app is stored anonymously on your phone – not centrally. This makes it very secure and means your personal information and privacy are well protected.

**To download the NHS COVID-19 App, search for “NHSCOVID-19” in the App Store / Google Play Store on your phone.**

If you have any concerns about the new NHS app, please contact [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk).

## **WHAT ABOUT STUDENT MAINTENANCE LOANS AND BURSARIES - ARE THERE ANY CHANGES?**

It's been a very uncertain year and not surprisingly many people have worries about their financial circumstances. UEA is here to help and we've put some extra measures in place to support students encountering financial difficulties.

As usual students need to apply to [Student Finance England \(SFE\)](#) to see if they are eligible for a maintenance loan from SFE and bursary from UEA for the next academic year. We encourage you to apply as soon as possible. UEA will use SFE financial information, with your consent to share, to assess your eligibility for a bursary.

This assessment will look at your household income for the 2018/19 financial year so if your financial circumstances have changed it might be wise to consider asking SFE to reassess your case. This means that even if you weren't eligible for extra support previously, you might be in 2020/21.

This year we've also arranged for students who are eligible for a UEA bursary to be paid their first instalment earlier than usual, on the 25th September. This will also be a larger slice of your entitlement with half paid upfront and then half in February. We hope this will help students buy what they need to support their studies, whether that's new technology, books or other materials. You can find out more on [our bursaries page](#).

## **HOW IS THE UNIVERSITY MAKING SURE THE CAMPUS WILL BE SAFE TO RETURN TO IN SEPTEMBER?**

Student and staff safety is our number one priority. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons

and when you are walking around. We've changed our timetable and introduced one-way systems and marked areas to help maintain social distancing. There are increased hygiene facilities and hand sanitising stations are being installed at key locations.

Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

At the start of the new academic year we will also supply all students and staff with a DoorMate which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces. We are also encouraging regular handwashing as this is the most effective way to combat the virus.

## **WILL STUDENTS HAVE TO WEAR FACE COVERINGS?**

As with the rest of the UK, face coverings must be worn where they are required by law. This means when in shops on campus and other buildings such as the Sainsbury's Centre. As part of our work to make campus as safe as possible, face coverings will now be required to be worn by all students, staff and visitors while moving around in University buildings, in all teaching spaces and in any crowded external areas.

We will be providing students and staff with two washable, re-usable face coverings – these are due to arrive in mid-September. Disposable face coverings will be available in the interim. You will also be required to wear a face covering when moving around in the Library, but not whilst studying in the Library study spaces.

Students who cannot wear face coverings for medical reasons do not need to provide evidence of exemption. Coverings can also be removed for eating and drinking, and once at your work stations, study space or other non-teaching areas that are arranged to provide 2m social distancing.

Please review the [Government advice](#) to stay up to date.

## **WHAT FACILITIES WILL BE OPEN ON CAMPUS IN SEPTEMBER?**

Many of our cafes and restaurants on campus have reopened under Government guidance. We are working closely with our colleagues in the Students' Union to make sure that the social aspect of your time is as close to what you would expect.

[Sportspark](#) has reopened in accordance with government guidelines, as has the [Sainsbury Centre](#), so you'll be able to enjoy their world-class facilities. The library building has also recently reopened - please read our [library frequently asked questions](#) to find out more.

Government advice is changing and we will respond accordingly - details are continuing to be worked on, and students will be kept informed.

## **WILL SPORTS FACILITIES AND CLUBS BE UP AND RUNNING?**

Sportspark has recently reopened in accordance with government guidelines. [Read about the measures they're putting in place](#) so you can enjoy their world-class facilities safely.

[UEA Sport](#) will also be running a number of activities and initiatives to get students involved in sports and physical activity. With 58 sports clubs on offer, from archery and ballet, to rowing and cricket, there's plenty of choice. UEA Sport will provide support and ensure sessions are run according to government and Sporting National Governing Body guidelines. Where clubs cannot train because of social distancing, we will run online classes and challenges so they can still participate in sports club activities. As well as sports clubs activities, UEA Sport will continue to run their award-winning Active Campus participation programme, including initiatives such as wellbeing dog walks, day trips to local areas, drop-in sports and group exercise classes, inter-faculty competitions and events, all of which adhering to social distancing and government guidelines.

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### **I'M AN INTERNATIONAL STUDENT. WHAT HAPPENS IF I'M UNABLE TO ARRIVE ON TIME FOR THE START OF THE SEMESTER OR IF I'M AFFECTED BY TRAVEL RESTRICTIONS?**

We are hopeful that any travel restrictions in place globally will be eased by September and we are closely monitoring the situation while following Government guidance. We will ensure that students who are unable to return to UEA in September to commence face-to-face teaching can continue to participate virtually and as fully as possible, until such time as they are able to join us.

We are also taking steps to provide flexible arrival options so international students who are required to self-isolate will be able to arrive two weeks before their semester commences, with those staying in UEA accommodation able to access their room early. You will have access to a comprehensive set of virtual learning tools, access to your lecturers and our [digital library](#). This will ensure that you are able to commence learning and transition seamlessly into your classes.

Student welfare and safety is at the forefront of everything we do, and we will send detailed information on the arrivals process to returning students throughout July and August.

### **I'M AN INTERNATIONAL STUDENT ON A TIER 4 VISA AND I AM REMAINING IN THE UK TO CONTINUE MY STUDIES REMOTELY – WHAT DO I NEED TO DO?**

If you are remaining in the UK and are continuing your studies remotely, we still request that you complete our [self-declaration of absence form](#).

**I'M AN INTERNATIONAL STUDENT IN THE UK WITH A VISA WHICH HAS JUST EXPIRED OR IS EXPIRING SHORTLY, AND I AM UNABLE TO LEAVE BECAUSE I AM SELF-ISOLATING OR TRAVEL RESTRICTIONS ARE PREVENTING ME FROM RETURNING HOME - WHAT DO I NEED TO DO?**

The Home Office has recently changed its guidance around immigration implications of COVID-19 – if you had a visa that expired between 24 January 2020 and 31 July 2020 and requested an extension, please visit the [Home Office website](#) to find out what you need to do next.

**I'M AN INTERNATIONAL STUDENT WITH A TIER 4 VISA STUDYING MEDICINE OR NURSING. AM I STILL RESTRICTED IN THE NUMBER OF HOURS I CAN WORK PER WEEK DURING TERM TIME?**

On 31 March 2020 the Home Secretary announced that, as a response to the national effort to combat coronavirus, trainee doctors and nurses will not be limited by the number of hours they can work in the NHS during term time. This change is expected to be in place for a limited period and only applies to work undertaken in the NHS. Your course and/or your School may have additional recommendations to consider as you balance your studies and any work so please ensure that you are aware of these before making any commitments.

**I AM A MEMBER OF THE BRITISH ARMED FORCES RESERVES - WILL I GET DEADLINE EXTENSIONS AND DELAYED EXAMINATIONS WHEN I RETURN TO MY STUDIES?**

Yes, students who are British Armed Forces reserves, or who are in other specialist volunteer roles, and who are deployed in this role will be given whatever support is necessary to ensure they can successfully complete their studies.



Dear Students,

On behalf of everyone at UEA, I wanted to say a huge congratulations for everything that you have achieved in what has been an academic year like no other. Hopefully you'll be able to take some time over the summer to recharge your batteries and spend time with friends and family before returning to UEA in September.

I wanted to update you on what teaching and learning will look like next academic year.

[Supporting student success](#) is at the heart of UEA, and the University is committed to providing an on-campus experience that allows students to learn collaboratively, make friends and get the most out of their time at university [and this includes having face-to-face teaching and learning.](#)

Returning to a more consistent and regular in-person learning experience will help everyone reconnect with each other and re-build student communities inside the classroom and out. This is of course dependent on Government guidelines and restrictions at the time, but if restrictions are lifted as predicted, UEA will be [able to provide a campus experience which includes face-to-face teaching combined with digital interaction.](#)

Everyone has learnt so much during the last year dealing with the pandemic, and one of the key lessons has been that while students clearly [value](#) in-person teaching, the use of technology has helped to enrich the student experience and meant more students felt able to take part in discussion and ask questions of session leaders [and develop mastery of a topic.](#) During the pandemic we have also created some fantastic digital resources and we will continue to [develop and](#) share these with you to support your learning. [As Schools reflect on their experiences on delivering the teaching and learning with you over the last academic year, they will be developing a 'blended learning' approach over the next academic year and getting your feedback over what is working for you.](#)

In practice this will mean that next academic year you will have in-person teaching sessions, lectures, seminars, laboratory sessions or workshops, and you may also have some 'live' online learning sessions as well [which will be part of the developing blended learning approach.](#) You'll have access to a range of digital resources you can use at a time that suits you, to help further your understanding of your subject.

For example, your lecturer might upload a video onto Blackboard that you can watch in your own time ahead of an in-person seminar, to help give you a better understanding and ownership of a topic ahead of the session and therefore get more out of it. Or you might have some interactive content, such as quizzes or discussion boards, to help further your knowledge and prepare you for in-person teaching sessions.

[In a blended learning approach a](#)Any online/digital content will only enhance your in-person teaching experience, ~~not replace it.~~ Exactly what this looks like will depend on your course and learning outcomes, but your School will be in touch with more detail closer to September.

#### **Will lectures be online next year?**

Lectures will be a mix of in-person and online next academic year. Where it's felt to be more effective online, a lecture will be supported by in-person sessions; for example, having an in-person seminar or workshop to discuss the content from an online session.

UEA is also looking to expand the use of [lecture-capture technology](#) to help make teaching and learning as accessible and inclusive as possible. Before the pandemic hit, many students asked for lectures to be recorded so that they could re-watch them afterwards and catch up on anything they might have missed. This was rolled out in January 2020 – just before the first lockdown – and during the last 15 months equipment has been installed in the majority of teaching spaces to allow [live sessions to lecture-captured and made available to students through their Blackboard sites](#). [It is still down to the session leader though as to whether a live event will be recorded or not.](#)

-

~~As UEA returns to in-person teaching, the use of lecture capture recordings will be expanded.~~

~~Where recordings of lectures take place, they will be made available to students via Blackboard, our virtual learning environment, regardless of whether students attended the lecture in person or not.~~ UEA has also invested further in transcription services to make any recorded sessions more accessible and inclusive. -

### **Next steps**

Your School will be able to advise you in more detail about what teaching and learning will look like for your course, so do keep an eye out for further information and confirmation over the summer.

UEA will also make sure that students know how to find their way round digital material, and that you're equipped with the right software/hardware to achieve your learning outcomes – more information will be sent to you before the start of next academic year.

For some students, it may be difficult or impractical to come to campus if, for example, international travel restrictions are still in place in September 2021. The details are currently being worked through, but please be reassured that for most courses, support will be in place to allow you to start your course on time regardless of where you are. Please note that this may not be possible for some courses that are PSRB regulated.

If you have any further questions about teaching and learning next academic year, please discuss with your course lead in the first instance.

UEA is keen to work with students and hear their feedback to help inform the student experience, so please let the University know your thoughts>

**CLASSIFICATION + SAFETY NET**

Calculation of your degree classification mark and the safety net – some examples

Your degree classification mark is based on your marks obtained at Stages 2 and 3 (e.g. your second and third year if you are a full-time Bachelors student), and Stage 4 for Integrated Masters' students.

This mark is calculated using the following formula for standard degrees:

**Bachelors courses (e.g. BA, BSc, LLB)**

40% of your Stage 2 average and 60% of your Stage 3 average.

(where the 'stage average' is the average mark for the year, taking your marks for each module, suitably weighted for its credit value i.e. a 40 credit module mark is weighted twice as much as a 20 credit module mark).

**Integrated Masters courses (eg. MChem, MMath, MPharm, MSci)**

20% of your Stage 2 average, 30% of your Stage 3 average and 50% of your Stage 4 average.

(where the 'stage aggregate' is the average mark for the year, taking your marks for each module, suitably weighted for its credit value i.e. a 40 credit module mark is weighted twice as much as a 20 credit module mark).

**Safety Net**

For undergraduate students and integrated Masters for whom 2019-20 and/or 2020-21 is a year of study that contributes towards your final award mark, a safety net will be applied. The safety net was introduced in the 2019-20 academic year to ensure that students were not disadvantaged by the pandemic and national restrictions.

For Bachelors degrees, if you are a finalist in 2021-22, this will mean that if you achieve a higher overall performance (year average) in your final year this summer, your classification mark will be based solely on this year's performance and will be the year average obtained this year.

If your final year average is lower than your second year average, the normal classification rules will apply.

There are some scenarios below to help you understand how the safety net might apply to you.

For Integrated Masters degrees, where three years contribute to the degree classification calculation, your best counting year average will replace your 2019-20 and your 2020-21 mark, if it is lower than your other counting years. These scenarios are explained with examples below.

For Integrated Masters finalists, a low average for 2019-20 and/or for 2020-21 will be replaced by the highest year average mark you have obtained over any of your years of study contributing to your classification (your 'counting' years). The classification will be calculated using this replacement mark(s) in the classification calculation as described above.

**Scenarios****BACHELOR'S DEGREE****Bachelor's Degree - Example 1**

Idris is a final year student taking BA History, his year averages look like this:

2020-2021      Stage 2 average: 50%

2021-22      Stage 3 average: 70%

Idris' classification mark would normally be calculated as follows = 62%  $((50 \times 0.4) + (70 \times 0.6))$

However, as he performed better in Stage 3, we now apply the Safety Net.

His Stage 2 mark is covered by the Safety Net. This means that the higher mark obtained at Stage 3 is used to *replace* the lower mark as follows:

Classification mark = 70%  $((70 \times 0.4) + (70 \times 0.6))$

### **Bachelor's Degree - Example 2**

Sonja is a final year BSc Chemistry student, her year averages look like this:

2020-21      Stage 2 average: 70%

2021-22      Stage 3 average: 50%

Sonja's classification mark would be calculated as follows = 58%  $((70 \times 0.4) + (50 \times 0.6))$ . This is because the mark that she has obtained for her Stage 3 in 2021-22 is lower than she achieved at Stage 2.

## **BACHELOR'S WITH A YEAR ABROAD/PLACEMENT YEAR**

### **Bachelor's with a Year Abroad / Placement Year**

Dominic is in their final year of BA International Development with a Year Abroad and has achieved a higher mark in 2019-20 than in 2021-22, so the safety net is not applied.

2019-20 Stage 2 average: 67%

2020-21 Year on Placement: non-counting year

2021-22 Stage 3 average: 52%

Dominic's classification would be calculated as follows = 58%  $((67 \times 0.4) + (52 \times 0.6))$

## **BACHELOR'S WITH A BREAK IN STUDIES 2020-2021**

### **Bachelor's with a break in studies in 2020-21**

Michelle is a finalist studying BSc Biological Science. She took a break in studies in 2020-21 due to extenuating circumstances. She has achieved a lower mark in 2019-20 than in 2021-22 so the safety net is applied.

2019-20      Stage 2 average: 50%

2020-21      Break in studies

2021-22      Stage 3 average: 64%

Michelle's classification mark would normally be calculated as follows: 58.4%  $((50 \times 0.4) + (64 \times 0.6))$

Because the 2019-20 academic year is covered by the Safety Net, we *replace* the lower mark with the higher mark obtained in 2021-22. This is applied as follows:

$$\text{Classification mark} = 64\% ((64 \times 0.4) + (64 \times 0.6))$$

## BACHELOR'S PART-TIME

### Bachelor's Part time - Example

Charlie is a finalist taking BSc Biological Sciences as a part-time student. In this example, Charlie's study in 2019-20 and 2020-21 is protected by the Safety Net.

2018-19	Stage 2: average 60 credits	60%
2019-20	Stage 2: average 60 credits	55%
2020-21	Stage 3: average 60 credits	55%
2021-22	Stage 3: average 60 credits	58%

In this example, Charlie's study is protected by the Safety Net in both 2019-20 and 2020-21. Their highest mark obtained in any counting year will replace any lower mark in these two years.

Charlie's classification mark would normally be calculated as follows:

$$56.9\% ((60 \times 0.2) + (55 \times 0.2) + (55 \times 0.3) + (58 \times 0.3))$$

Because the 2019-20 and 2020-21 academic years are covered by the Safety Net, we *replace* the lower marks with the highest mark obtained, which is in 2018-19. This is applied as follows:

$$59.4\% ((60 \times 0.2) + (60 \times 0.2) + (60 \times 0.3) + (58 \times 0.3))$$

## INTEGRATED MASTERS

### Integrated Masters Example - Example 1

Pablo is a final year student taking MChem Chemistry

2019-20	Stage 2 average:	70%
2020-21	Stage 3 average:	61%
2021-22	Stage 4 average:	60%

Pablo's classification mark would normally be calculated as follows = 61%  $((70 \times 0.2) + (61 \times 0.3) + (60 \times 0.5))$

The Safety Net is now applied for study in both 2019-20 and 2020-21 academic years. This means that the higher mark (in this case obtained in 2019-20) replaces the lower mark obtained in Stage 3 .

$$\text{Classification mark} = 65\% ((70 \times 0.2) + (70 \times 0.3) + (60 \times 0.5))$$

### Integrated Masters Example - Example 2

Kara is a finalist taking MSci Environmental Sciences.

2018-19	Stage 2 average:	65%
2019-20	Stage 3 average:	70%
2020-21	Break in studies	

2021-22            Stage 4 average:            68%

Kara's classification mark would normally be calculated as follows = 68%  $((65 \times 0.2) + (70 \times 0.3) + (68 \times 0.5))$

The Safety Net is applicable for Kara's study in 2019-20. Because Kara achieved her highest mark in 2019-20, no adjustments are made and her classification mark would be as above.

### **Message to all students – Teaching arrangements for end of term**

Dear students,

We wanted to provide you with an update on end of term teaching arrangements to help those students who would like to return home for the winter break to start to plan accordingly. As announced in our message to students on [Wednesday 11 November](#), UEA will be moving all teaching online in a phased way between 3 and 9 December in accordance with the new [Government guidelines](#).

We will continue to provide in-person teaching until the following dates in each Faculty:

Faculty of Arts and Humanities: **x** December

Faculty of Social Sciences: **x** December

Faculty of Science: **x** December

Faculty of Medicine and Health Sciences: **x** December

We hope this provides some reassurance to students and enables you to start planning your journey home for the winter break if you wish.

Healthcare students who are on placements are considered essential workers and should remain in their placements until the end of term. You can then travel home for the holidays, following the public health guidance. We are aware that students not on healthcare courses may also have placements up until the end of term – Universities UK are seeking clarification on specific guidance for these students and we will keep you informed.

There will continue to be support available for online learning. All students have access to our '[Preparing to Learn](#)' and '[Software Skills Hub](#)' courses on Blackboard, both of which have useful information and resources on how to get the most out of learning remotely. The 'Successful Learning' tab in every Blackboard module will also direct you to useful resources from the [Library](#) and [Learning Enhancement Team](#). If you have any specific questions about timetables, modules, courses and assessments, you can contact your [Learning and Teaching Hub](#) or use their [live chat service](#).

If you would like to stay at university over the Christmas break, you are of course very welcome to do so. Various facilities across the University will remain open over the break, including support services – we will provide full information on what facilities will be available to you.

UEA is here to support you, and if you have any questions or would like support, there are a range of options – you can speak to your advisor, contact [Student Services](#) or speak to our Covid Response Team by [email](#) or [live chat](#).

Best wishes,

Professor Neil Ward



## **International Student FAQs**

**Updated 11.03.21**

### **What support is available for international students?**

The University recognises that the situation surrounding the pandemic has been particularly tough for international students. There is a range of support available, including a dedicated team within Student Services for international students – please read the [full list here](#).

### **I'm travelling to UEA from a country on the UK Government's 'red list' – what do I need to do?**

If you are travelling from or passing through a country on the UK Government's '[red list](#)', you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel. You must take the test in the 3 days before the service on which you will arrive in England departs. For example, if you travel directly to England on Friday, you must take the test on the Tuesday, Wednesday or Thursday
- [book a managed quarantine hotel](#) where you will quarantine. Your quarantine package will include your managed quarantine hotel, quarantine transport and your travel test package for COVID-19 tests on day 2 and day 8 of quarantine
- [complete a passenger locator form](#) with details of where you will quarantine when you arrive. You must provide a quarantine package booking reference number to complete your passenger locator form

You can find the full guidance on the [UK Government's website](#). It is important that you understand these new restrictions as there are penalties for breaking quarantine.

### **I'm travelling to the UK from a country not on the UK Government's 'red list' – what do I need to do?**

If you are travelling to the UK from outside the Common Travel Area and you have not been in a country where travel to the UK is banned, you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel
- [book and pay for a travel test package](#), which will include COVID-19 tests to be taken on or before day 2 and on or after day 8 of your quarantine
- complete a [passenger locator form](#) with details of where you will home quarantine when you arrive and the travel test package booking reference number
- quarantine for 10 days after you arrive in the UK, during which you will take the COVID-19 tests included in your travel test package

You can find the full guidance on the UK Government's website. It is important that you understand these rules as there are penalties for breaking quarantine.

### **Can the University help towards the cost of quarantining/COVID testing?**

If you are in financial difficulty due to pandemic, students can apply to our [Hardship Fund](#). If you'd like to speak to someone about your financial situation, remember it's never too late to ask for help - our Student Life Advisers will be able to give you impartial, non-judgemental advice. Complete and return the [online referral form](#) to book an appointment.

### **If I have to quarantine upon arrival to campus, what support is available to me?**

The University has a dedicated [COVID Support Team](#) who reach out and offer support to students

that need to self-isolate/quarantine for any reason. International students will have the opportunity to discuss any specific circumstances or support needs, and will also receive check-in calls during and post-quarantine. They can also give students guidance on how to self-isolate, how to get necessary supplies and deliveries and outline what other support the University can offer such as Wellbeing services.

It's important that you tell the University if you're self-isolating for any reason – please do this by completing our [COVID-19 and Self-Isolation Notification form](#). If you would like the COVID Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

**I'm planning on travelling to UEA and need to arrange accommodation – what do I need to do?**

If you would like accommodation on campus, please get in touch with [UEA Accommodation](#) to discuss your options. If you would prefer accommodation in the city of Norwich, there are plenty of options available through purpose built student accommodation or [Home Run](#).

### **International Student FAQs**

**Updated 18.02.21**

#### **What support is available for international students?**

The University recognises that the situation surrounding the pandemic has been particularly tough for international students. There is a range of support available, including a dedicated team within Student Services for international students – please read the [full list here](#).

#### **I'm travelling to UEA from a country on the UK Government's 'red list' – what do I need to do?**

If you are travelling from or passing through a country on the UK Government's 'red list', you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel. You must take the test in the 3 days before the service on which you will arrive in England departs. For example, if you travel directly to England on Friday, you must take the test on the Tuesday, Wednesday or Thursday
- [book a managed quarantine hotel](#) where you will quarantine. Your quarantine package will include your managed quarantine hotel, quarantine transport and your travel test package for COVID-19 tests on day 2 and day 8 of quarantine
- [complete a passenger locator form](#) with details of where you will quarantine when you arrive. You must provide a quarantine package booking reference number to complete your passenger locator form

You can find the full guidance on the [UK Government's website](#). It is important that you understand these new restrictions as there are penalties for breaking quarantine.

If you are arriving in the UK before **xxx**, the University may be able to help cover the costs of your quarantine hotel stay - please see below for details.

#### **I'm travelling to the UK from a country not on the UK Government's 'red list' – what do I need to do?**

If you are travelling to the UK from outside the Common Travel Area and you have not been in a country where travel to the UK is banned, you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel
- [book and pay for a travel test package](#), which will include COVID-19 tests to be taken on or before day 2 and on or after day 8 of your quarantine
- complete a [passenger locator form](#) with details of where you will home quarantine when you arrive and the travel test package booking reference number
- quarantine for 10 days after you arrive in the UK, during which you will take the COVID-19 tests included in your travel test package

You can find the full guidance on the UK Government's website. It is important that you understand these rules as there are penalties for breaking quarantine rules.

If you are arriving in the UK before **xxx**, the University may be able to help cover the costs of your travel test package – please see below for details.

#### **Can the University help towards the cost of quarantine hotel stays?**

The University has secured some funding to help cover the costs of quarantine hotel stays for

international students. If you arrive in the UK and have completed the process detailed below by **xxx**, we will be able to reimburse you for the costs of your quarantine hotel stay.

If you are planning to join us at UEA before this date, please follow these steps:

- Let us know when you will be arriving a) in the UK and b) at UEA by completing **this form**
- Send us your receipt/proof of purchase of your quarantine hotel stay – please submit this to **xxx**

It is important to note that due to the nature of this funding, the University will only be able to reimburse those who have arrived in the UK and completed this process by xxx. If you have any questions about this process, please email [international@uea.ac.uk](mailto:international@uea.ac.uk).

#### Can the University help towards the cost of the travel test package?

The University has secured some funding to help cover the costs of the travel test package. If you arrive in the UK and have completed the process detailed below by xxx, we will be able to reimburse you for the costs of your travel test package.

If you are planning to join us at UEA before this date, please follow these steps:

- Let us know when you will be arriving a) in the UK and b) at UEA by completing **this form**
- Send us your receipt/proof of purchase of your travel test package – please submit this to **xxx**

It is important to note that due to the nature of this funding, the University will only be able to reimburse those who have arrived in the UK and completed this process by xxx. If you have any questions about this process, please email [international@uea.ac.uk](mailto:international@uea.ac.uk).

#### If I have to quarantine upon arrival to campus, what support is available to me?

The University has a dedicated [COVID Support Team](#) who reach out and offer support to students that need to self-isolate/quarantine for any reason. International students will have the opportunity to discuss any specific circumstances or support needs, and will also receive check-in calls during and post-quarantine. They can also give students guidance on how to self-isolate, how to get necessary supplies and deliveries and outline what other support the University can offer such as Wellbeing services.

It's important that you tell the University if you're self-isolating for any reason – please do this by completing our [COVID-19 and Self-Isolation Notification form](#). If you would like the COVID Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

#### I'm planning on travelling to UEA and need to arrange accommodation – what do I need to do?

If you would like accommodation on campus, please get in touch with UEA Accommodation to discuss your options. If you would prefer accommodation in the city of Norwich, there are plenty of options available through purpose built student accommodation or [Home Run](#).

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### **International student FAQs – 16.11.20**

#### **I'm an international student – can I return home for the winter break?**

The UK have recently issued [guidance](#) to enable students to return home for the winter break if they wish.

If students wish to return home after 2 December (when national restrictions lift in England), they should adhere to [Public Health England advice](#) while in England to ensure they are travelling safely. Students should not travel if they have symptoms of COVID-19 or are part of a household group which is self-isolating.

If students do travel overseas, they should consider the restrictions on entry to the country in question, such as whether they would need to undertake a period of self-isolation in that country – you can find out more information on the [Government's website](#). Students should also consider whether they would need to self-isolate when they return to the UK – details on this can also be found on the [Government's website](#). Students are also advised that travel advice and restrictions can change at short notice, and are advised to regularly check all relevant Government webpages.

Students travelling to the EU should also consult relevant guidance regarding the [UK and EU transition](#).

In line with government guidance, UEA will be moving all teaching online in a phased way between 3-9 December. If international students decide to travel home, they should consider their ability to access course materials overseas – however, you should be able to access Blackboard, our virtual learning environment, from anywhere in the world. You can find more information on accessing Blackboard from overseas on [My UEA](#).

If you would like support, please speak to our [International Student Advisory Team](#) in Student Services.

#### **I'm an international student living on campus – can I remain at UEA over the winter break?**

Yes - UEA will be open and students can stay on campus if they need to during the winter break. A range of support and facilities will be available to those staying on campus during this time.

#### **I'm an international student and I'm currently waiting for a decision on an immigration application – can I return home for the winter break?**

According to [UKCISA](#):

*"If you are waiting for a decision on an immigration application, do not leave the UK unless you have an emergency or another very urgent reason to travel. This is because the Home Office will treat your immigration application as withdrawn and you will have to apply again from outside the UK in order to return. If you are waiting for a decision on an application under the EU settlement scheme, you can leave the UK without withdrawing your application. Talk to an immigration adviser at your institution if you need further advice."*

If you would like support or advice, please speak to the [International Student Advisory Team](#) in Student Services or our [Student Visa Team](#).

### **International student FAQs – 16.11.20**

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If you would like support or advice, please speak to the [International Student Advisory Team](#) in Student Services or our [Student Visa Team](#).



## **International Students FAQs – updates 13.05.21**

### **WHEN CAN ALL STUDENTS RETURN TO UNIVERSITY?**

The UK Government announced on 10.05.21 that all students will be able to return to university for in-person teaching from Monday 17 May, in line with Step 3 of the Roadmap. Universities Minister, Michelle Donelan MP, has written a [letter to all students](#) explaining the government's decision and offering additional information and support.

All undergraduate and postgraduate taught students will have received an email from Professor Emma Sutton, Pro Vice-Chancellor for Student Experience and Education, on Tuesday 11 May with details of what this announcement means for students – you can read this on [My UEA](#) (login required).

Schools of Study will be in touch with their students directly over the coming days to confirm arrangements for any in-person teaching sessions or activities scheduled further to the 17 May. Please wait to hear from your School before confirming travel arrangements.

This does not alter existing arrangements for students who have already returned for essential in-person activity.

### **I CAN'T RETURN TO CAMPUS/I NEED TO CONTINUE STUDYING REMOTELY - WHAT SHOULD I DO?**

The University recognises that it may not be practical for some students to attend in-person activities at university this late in the academic year, and that some of you may need to continue studying remotely for the time being. If this is the case, please be reassured that your School will do their best to make any activities as inclusive as possible, and to make it easier for students **you do not need to complete a remote study request**.

### **DO I NEED TO TELL THE UNIVERSITY THAT I'M TRAVELLING TO CAMPUS?**

Yes. Please [complete this form](#) to let UEA know if you're planning on travelling to campus – this allows UEA to understand who may need to quarantine in line with Government guidance after travelling from overseas, and to make sure these students have all the information and support they need. Students who need to quarantine may be contacted by the [COVID Support Team](#) after completing the form to discuss support options available.

### **I'M TRAVELLING TO UEA FROM A COUNTRY ON THE UK GOVERNMENT'S 'RED LIST' – WHAT DO I NEED TO DO?**

If you are travelling from or passing through a country on the UK Government's '[red list](#)' in the 10 days before you are due to arrive in the UK, you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel. You must take the test in the 3 days before the service on which you will arrive in England departs. For example, if you travel directly to England on Friday, you must take the test on the Tuesday, Wednesday or Thursday
- [book a managed quarantine hotel](#) where you will quarantine. Your quarantine package will include your managed quarantine hotel, quarantine transport and your travel test package for COVID-19 tests on day 2 and day 8 of quarantine
- [complete a passenger locator form](#) with details of where you will quarantine when you arrive. You must provide a quarantine package booking reference number to complete your passenger locator form



You can find the full guidance on the [UK Government's website](#). It is important that you understand these restrictions as there are penalties for breaking quarantine.

### **I'M TRAVELLING TO UEA FROM A COUNTRY ON THE UK GOVERNMENT'S 'AMBER LIST' – WHAT DO I NEED TO DO?**

If you are travelling from or passing through a country on the UK Government's '[amber list](#)' in the 10 days before you are due to arrive in the UK, you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel
- [book and pay for a travel test package](#), which will include COVID-19 tests to be taken on or before day 2 and on or after day 8 of your quarantine. These tests must be booked before you leave your home country.
- [complete a passenger locator form](#) with details of where you will home quarantine when you arrive and the travel test package booking reference number
- quarantine for 10 days after you arrive in the UK, during which you will take the COVID-19 tests included in your travel test package

You may be able to end quarantine early if you pay for a private COVID-19 test through the '[Test to Release](#)' scheme. UEA can help students with the cost of Test to Release – please see the FAQ below for more information.

You can find the full guidance on the [UK Government's website](#). It is important that you understand these rules as there are penalties for breaking quarantine.

### **I'M TRAVELLING TO UEA FROM A COUNTRY ON THE UK GOVERNMENT'S 'GREEN LIST' – WHAT DO I NEED TO DO?**

From Monday 17 May there will be a new 'green list' of countries and territories. Please note that until 17 May, all countries and territories outside of the [Common Travel Area](#) are either red list or amber list countries or territories. If you travel to England before 17 May, you must follow the relevant red list or amber list rules.

If travelling to England after 17 May from a '[green list](#)' country, you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel
- [Book and pay for a day 2 COVID-19 test](#), which you should take on your second day upon arrival in England
- [complete a passenger locator form](#)

You do not need to quarantine unless your day 2 COVID-19 test comes back positive.

### **I'M NOT SURE WHAT I NEED TO DO REGARDING QUARANTINE – IS THERE SOMEONE I CAN ASK FOR HELP?**

If you're unsure about what you need to do regarding quarantine and travelling to UEA, please contact our [COVID Support Team](#) who will be able to advise.

You can also check the table below to help:

	<a href="#">Green List</a>	<a href="#">Amber List</a>	<a href="#">Red List</a>
Complete <a href="#">passenger location form</a>	Yes	Yes	Yes

<a href="#">Take a COVID-19 test before departure</a> and get negative result 3 days before you travel	Yes	Yes	Yes
<a href="#">Book a managed quarantine hotel</a>	No	No	Yes
<a href="#">Book and pay for a travel test package</a>	Yes – but only for day 2	Yes – for day 2 and 8 of your quarantine	Yes (will be included when booking quarantine hotel)
Self-isolate in own accommodation	No	Yes	No
<a href="#">Test to Release Scheme</a>	N/A	Yes - optional	No

### **CAN THE UNIVERSITY HELP TOWARDS THE COST OF QUARANTINING/COVID TESTING?**

If you are in financial difficulty due to pandemic, students can apply to our [Hardship Fund](#). If you'd like to speak to someone about your financial situation, remember it's never too late to ask for help - our Student Life Advisers will be able to give you impartial, non-judgemental advice. Complete and return the [online referral form](#) to book an appointment.

UEA is still supporting the cost of the '[Test to Release](#)' scheme. Students taking part in 'Test to Release' may be able to reduce the amount of time required to Self-Isolate after entering the country, by taking a voluntary test from a Government-approved testing provider on or after their 5th day of Self-Isolation.

If you do choose to participate in the Test to Release Scheme, UEA will reimburse the £98 cost of your PCR test for the Test and Release Scheme when you book with [Prenetics iDNA](#). In this case, you will need to complete the [Test and Release Reimbursement Form](#) and send it to [accounts.payable@uea.ac.uk](mailto:accounts.payable@uea.ac.uk). Additionally, if you do exit isolation early in this way, you must inform the COVID Secure Team at [covidsecure@uea.ac.uk](mailto:covidsecure@uea.ac.uk) so that your isolation status can be updated. Please note that even if you do exit isolation early you must still complete the Government mandated test on your 8th day.

### **IF I HAVE TO QUARANTINE UPON ARRIVAL TO CAMPUS, WHAT SUPPORT IS AVAILABLE TO ME?**

The University has a dedicated [COVID Support Team](#) who reach out and offer support to students that need to self-isolate/quarantine for any reason. International students will have the opportunity to discuss any specific circumstances or support needs, and will also receive check-in calls during and post-quarantine. They can also give students guidance on how to self-isolate, how to get necessary supplies and deliveries and outline what other support the University can offer such as Wellbeing services.

It's important that you tell the University if you're self-isolating for any reason – please do this by completing our [COVID-19 and Self-Isolation Notification form](#). If you would like the COVID Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

### **DO I NEED TO GET TESTED FOR COVID-19 WHEN I'M AT UEA?**

Yes - once you are out of your period of quarantine, you should get tested for COVID-19 twice a week. You can do this at UEA's testing centre or at home as appropriate. For more information on COVID testing at UEA, please see our [COVID lateral testing pages](#).

Please note that rapid testing is for those who do not have symptoms of COVID-19 – if you develop symptoms, you should self-isolate and get a test through the [NHS scheme](#).

You can't use the testing scheme at UEA during your period of quarantine – you must use the ones booked through the Government's [travel test package](#).

#### **WHAT SUPPORT IS AVAILABLE FOR INTERNATIONAL STUDENTS?**

The University recognises that the situation surrounding the pandemic has been particularly tough for international students. There is a range of support available, including a dedicated team within Student Services for international students – please read the [full list here](#). All students, regardless of where they are, can access support from [Student Services](#) and 24/7 support from [Health Assured](#).

## **International students message – Monday 26 April**

Dear students,

Firstly, I hope you're staying safe and well wherever you are in the world.

Hopefully you will have already seen the email sent on Wednesday 14 April from UEA's Vice-Chancellor, Professor David Richardson, detailing the return of students to UEA – if not, you can read the message in full on [My UEA](#). We want to make sure that you have all the information you need before travelling to UEA, so please find a reminder of important information below.

If you have any questions that are not answered below, please get in touch with our COVID Support Team on [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk). Please also check our [International Student FAQs](#).

### **Let us know if you're travelling**

Please [complete this form](#) to let UEA know if you're planning on travelling to campus – this allows UEA to understand who may need to quarantine in line with Government guidance after travelling from overseas, and to make sure these students have all the information and support they need. Students who need to quarantine may be contacted by the [COVID Support Team](#) after completing the form to discuss support options available.

### **What you need to do before travelling**

If you are travelling from or through a country currently on the UK Government's '[red list](#)', you will need to follow this [arrival procedure](#).

If you are travelling from a country **not** on the '[red list](#)', you will need to follow this [arrival procedure](#).

If you are unsure about what you need to do, please contact the [COVID Support Team](#) who can advise.

### **COVID-19 testing requirements**

Before travelling, you will need to have [proof of a negative pre-departure test](#) and to book and pay for a [travel test package](#) (for a PCR test on day 2 and day 8), if you don't have to quarantine in a hotel. Students unable to afford the cost of these tests may be able to apply for financial help from the Student Hardship Fund - more information on this can be found on [My UEA](#), and students can book an appointment with a Student Life Adviser to discuss this by emailing [fac@uea.ac.uk](mailto:fac@uea.ac.uk)

UEA is still supporting the cost of the '[Test to Release](#)' scheme - details of how to claim this can be found on our [International Student FAQs](#).

Once out of self-isolation/quarantine, all students should get tested twice a week while on campus to help control the transmission of the virus. You can book your rapid COVID tests on [My UEA](#).

### **Travelling to campus/accommodation once in the UK**

If you're travelling from a London airport to Norwich, there are a few travel options below. These should all be booked in advance. Please note that the latest Government advice is that face coverings must be worn on public transport for the duration of the journey.

- By taxi – [ABC Taxis](#), [Canary Taxis](#), [Heathrow Taxis](#), [Express Airport Transfer](#)
- By train – [Trainline.com](#) is a good site to look for times and buy tickets for trains from London to Norwich

Once in Norwich, you should go directly to your accommodation to begin your 10 days of quarantine. If you are living in UEA campus accommodation, please [contact them](#) for information on how to collect your keys.

**Support available once you arrive**

Let us know once you've arrived in your accommodation by [completing this form](#), and our COVID Support Team will be in touch to check you have all the information you need and to discuss support options with you.

Our [Self-Isolation Guide](#) contains information on how to get food and groceries, ways to keep busy during self-isolation and wellbeing support.

**Any other questions?**

We know there's a lot of information to take in, so if you have any questions about travelling to UEA please do get in touch with our [COVID Support Team](#), who can advise or direct you to relevant teams at the University who can help.

We look forward to welcoming you to campus!

Best wishes,

Jane Amos

Head of Student Services (Life and Learning)

## **Learning and Teaching FAQs**

### **How will my course be delivered?**

This will depend on what course you are studying and you will receive communications directly from your School.

For most standard undergraduate and Masters courses all teaching and assessment will happen on-line using Blackboard between now and the end of the academic year to enable you to complete your course or progress to your next year of study.

If you are on a course regulated by a professional or statutory body such as the GMC, NMC, HCPC or GPC there might be some variation to this so we can ensure your course continues to satisfy professional requirements. Your School will contact you about arrangements for placements, assessments and how teaching will be delivered.

If your studies or course commenced at a time other than September 2019 this academic year, for example, January 2020, there might also be some variation and your School will contact you about how we will enable you to complete the course/this year of study.

### **I am due to sit an exam this week/next week- will it still go ahead?**

As a precautionary measure we are postponing all written exams that are due to take place between now and 19th April. We are working on alternative arrangements and will let you know the plan in the next few days.

If you were due to have a practical exam, such as an OSCE, between now and 19th April you will have been contacted directly by your School.

### **What is happening with exams due after 19th April or being re-arranged for after this date?**

#### **Students on professional courses, for example in MED, HSC, LAW, SWK, PHA, NBS Accountancy**

We are working with PSRBs to determine their flexibility in relation to their assessment requirements so we can protect the professional qualifications that are associated with these courses.

#### **Students on all other undergraduate courses**

You will undertake assessment online (Blackboard). There is no need to return to campus to sit exams in person. The date of an exam will remain the same and you must make sure you are free on that day to be online.

Coursework deadlines may be extended to give all students more time to complete, and measures are being developed to make sure all students are protected from disadvantage by the unpredictable situation.

#### **Students on Postgraduate Masters Courses**

We are currently reviewing the situation regarding Masters' courses end of year assessments. We are working on this at present and we will inform you in the next few weeks about what is planned for your modules.

### **Will students with reasonable adjustments get adaptations to online exams?**

All students are being offered the opportunity to take longer on timed online exams. All exams will indicate:

- The time you are expected to take on the whole exam and where applicable each question

- How much writing you will need to do

Students without reasonable adjustments should aim to finish within the overall time. Students who need longer time or need to take breaks may take longer. However ALL students must stick within a word limit, or risk penalties.

**What if I need to use a screen reader or other technology to help me access the assessment materials?**

Hopefully you've already been able to download the alternative formats in your learning materials using Blackboard Ally. You will be able to do the same with coursework descriptions and exam papers.

**I have coursework deadlines coming up – what should I do?**

Please work to the advertised deadline. Module organisers may change deadlines and lift pressures on us all during this difficult time, so please check daily on e-vision and on Blackboard.

**My piece of coursework cannot be submitted electronically as it is an object/collection/other physical thing and it was supposed to be handed in during a class?**

Your module organiser will issue instructions. Depending on what it is you might be asked to convert the work to a pdf or scan it and submit it via Blackboard. Or you might be asked to submit supporting written or documentary evidence along with photographs of the work. Or, if the work is required to function, then alternative methods for you to demonstrate this will be made.

**I have an assessed presentation coming up – what should I do?**

Your module organiser will let you know what alternative assessments they will put in place.

**I would like to apply for an extension for my coursework?**

Students will not need to apply for extensions and can submit their coursework up to 10 working days after published deadlines. If you are unable to meet this deadline, don't worry; we will consider your overall performance at the exam board and you will get a further opportunity if necessary.

**When will I get my coursework back?**

We will be moving to having all e-submitted coursework marked online and so your marks and feedback will be made available to you online, but please bear in mind that staff circumstances may mean the return of feedback and marks will be delayed

We are working on how we provide you with the feedback on any coursework that was marked in hard copy.

## **Learning and Teaching Guidance 19/20 – Assessment Guidance**

<https://my.uea.ac.uk/divisions/admissions-recruitment-marketing/communications/covid-19-information-and-guidance/learning-and-teaching-advice/assessment-guidance>

# ASSESSMENT

Updated 08.04.2020

**As the COVID-19 coronavirus situation continues to evolve we recognise that this is an anxious time for you, particularly in relation to upcoming assessments and exams.**

In light of the restrictions in place, we aim to only assess those things that are essential to the learning outcomes of courses rather than individual modules. We are currently working through what this will mean on a course by course basis, so please bear with us while this work is ongoing. All assessment will be on Blackboard and there will be no need for students to come to campus.

For students on courses regulated by professional and statutory regulatory bodies (PSRBs), for example courses in the Faculty of Medicine and Health Sciences, in social work and pharmacy amongst others, any changes may need to be negotiated and agreed with those regulating bodies.

You will have heard directly from your School of Study in respect of your assessments and exams in early April and more detail will be forthcoming such as revised assessment brief after Easter. In the meantime, try to keep up with your studies online.

## **New Information (08.04.20)**

- 1) We are in the process of updating our systems to reflect the changes in assessment made by your School. The majority of changes have been made and should be visible through E-vision (for CW) and the exam timetable (for exam alterations) but there may be one or two that are still outstanding and we will update the information as and when we get it.
- 2) Once updated you will be able to see your revised assessments with submission dates on E-vision. Some items will be been removed, some items may have been merged, or other details changed such as word counts. Where items of assessment have been replaced/removed/merged you will be able to see the revised weighting of the items within the module. We can only make changes to Blackboard once the system is updated and so for a while you will experience differences between information held on E-vision and that on Blackboard. We aim to have updated Blackboard such that it reflects the information on E-vision by Monday 20th April. You will receive a new assessment brief for each new assessment via your module Blackboard sites in due course.
- 3) Many timetabled exams are now not taking place and assessment of these learning outcomes will be happening in a different way. Where Schools wish learning to still be examined this will take place as an online exam and new assessment briefs are in preparation to give you a clear understanding of what this will mean for each exams (for example: the style of the exam, the number of questions to be answered, the choice of questions etc).



A revised exam timetable is in preparation which just shows those exams now happening will be posted on the Portal in due course. Exams that are going ahead will happen on the scheduled day of the original timetable.

In a few cases, a collection of exams (two or more) have been replaced with one new exam. Your School will inform you of the details, and the new exam, with new module code, will appear on the timetable. Your School will inform you if this is the case and this might mean a change of exam date.

4) In addition to the main exams, there are a small number of students who are due to take reassessments in School-led exams; these do not appear in the main exam timetable but instead students will be scheduled on a 'non-module event' and this will be in your Outlook Calendar.

5) We are also giving more thought to those who require delayed coursework assessments. We had said that all delayed assessment would happen in August. In response to student queries we are considering whether we can facilitate delayed coursework assessments happening in June and July, leaving August for delayed examinations. A decision will be made imminently and information posted here after Easter.

INFORMATION FOR UNDERGRADUATE STUDENTS	⤴
10 Point Plan For Undergraduate Students	⤴
Postgraduate Taught Student Assessment Information	⤴
Information For Taught Postgraduate Students	⤴
Changes In Assessment (UG And PGT)	⤴
CHANGES TO REGULATIONS	⤴
Ensuring Fairness In Online Assessments	⤴
ASSESSMENT ADJUSTMENTS FAQS	⤴

## INFORMATION FOR UNDERGRADUATE STUDENTS



## Important Information Relating to Undergraduate Student Assessment

Updated 06.05.2020

Assessments and associated regulations within the current academic year (2019/20) have been modified in light of the ongoing COVID-19 situation. These changes have been made to support you in your studies at this difficult time. We want to ensure that you are able to complete your assessments and achieve your full potential as we all face new challenges in our lives.

This information applies to all standard UG courses which are not regulated by a Professional, Statutory and Regulatory Body (PSRB). It may still apply to you if you are on a regulated course and if this is the case your School will notify you.

If you are a Postgraduate Taught student please note that Postgraduate Taught courses vary more than they do for Undergraduate courses in terms of their structure and assessments. This means it is not possible to implement a universal policy in the same way; measures will be put into place to help you but they will need to work for your exact course. More advice will follow next week.

Please read the full information for the detail you need but the summary box highlights the key information published.

**Summary of key information**

- Automatic extensions available for coursework if needed
- Only use automatic extensions if you really need to
- Coursework must only be submitted once
- Extenuating Circumstances still considered beyond the automatic extensions
- Automatic extensions available for dissertations/ final projects
- Examinations available for 24 hour period
- Automatic delayed first sit available for examinations

**COURSEWORK MANAGEMENT****Submission Periods**

- The original published submission date for your coursework is the 'standard' submission date and you are encouraged to work to this date. The original published date will remain visible and unchanged on Evison. Please note this is the first deadline you were given not an extension.
- You can automatically submit your coursework up to 10 working days after the standard date. You do not need to request this or submit evidence to support your extension. This would be referred to as a 'Phase 1' submission. This will not incur a late submission penalty.
- If you choose not to submit within Phase 1 due to your circumstances then you will be eligible for a first attempt submission with a final deadline of 3 August 2020. Again, you do not need to request this or submit evidence in support of your extension. This would be referred to as a 'Phase 2' submission. This will not incur a late submission penalty.
- The piece of coursework you are working on will typically be the same regardless of the deadline you are working to (standard, Phase 1 or Phase 2). There may be cases where this is not appropriate due to the nature of the work and if this applies to you then your module organiser will tell you.
- You should choose when to submit your assignment within these three options, based on your personal circumstances. Having more time will be the best option for some students, but for others it will be best to hand the work in on the original schedule. This is an individual choice which only you can make, but we would encourage students to contact their academic advisers if they would like further support and guidance.
- Please note that if you submit your coursework within Phase 2 and need reassessment because you receive a fail mark then it is possible depending on your academic circumstances that you will provisionally progress academically. This means that you will need to complete your reassessment in the next academic year alongside your other studies. For this reason you should try to work within the Phase 1 submission deadline and only make use of Phase 2 if you feel this is the only way you will be able to complete your work in your current circumstances. Completing within Phase 1 will enable you to take a reassessment item within the current academic year should you need to.
- If your circumstances mean that you are not going to be able to submit your work before the final deadline of 3 August 2020, then you must submit an Extenuating Circumstances (EC) request as soon as possible and ideally ahead of 3 August 2020. This request will be for a further deferment of submission. Please provide evidence if you have it already, but we understand that this may not always be possible and we will consider your request with this in mind.
- If you don't submit by 3 August 2020 and have not submitted an EC request then this will be considered as a non-submission fail. Your academic progression will then be managed through compensation or reassessment as relevant.
- If you submit your work late (after 3 August 2020) without an agreed EC request for deferment of submission then late submission penalties will apply, which may make the difference between a pass and fail mark.
- You only have ONE first submission for each piece of work. Once your work is submitted it will be sent for marking and cannot be resubmitted. Therefore if you need longer (Phase 1 or Phase 2) just continue working on your coursework and submit when you have finished so long as this is by 3 August 2020.

**For example:**

Rachel has been working on an assignment and was aiming for the published deadline but has found it really difficult to find a quiet space at home to get the work finished. She only needs a couple of extra days.

*No problem, as long as Rachel submits within 10 days of the published deadline her work will be marked within the usual marking period and no penalty applied.*

Luca has caring responsibilities at home so is not able to complete his coursework on time. An extra two weeks is not likely to be sufficient without compromising the quality of his work so he needs more than the 10 day extension.

*No problem, Luca can continue working on the same assignment and submit his work up to 03 August without the need to make any request for an extension. His work will be marked within the second marking period and no penalty will be applied.*

Keira was working to the standard submission date of 4 May 2020. She needs to make use of the 10 working day extension but doesn't know whether the 10 days includes the submission date or not.

*The extension is added on to the standard submission date so the new deadline will be 4 May 2020 + 10 working days (19 May 2020 as this time period includes a Bank Holiday non-working day).*

**Marking**

- If you submit your work within Phase 1 it will be marked in the first marking period by 26 June 2020 at the latest.
- If you submit your work within Phase 2 it will be marked in the second marking period by 4 September 2020 at the latest.

**Dissertations/ final project submissions**

- The original published submission date for your dissertation/ final project is the 'standard' submission date and you are encouraged to work to this date. The original published date will be visible on Evison. Please note this is the first deadline you were given not an extension which your project supervisor may have given.
- You can automatically submit your dissertation/ final project up to 10 working days after the standard date. You do not need to request this or submit evidence to support your extension. This would be referred to as a 'Phase 1' submission. This will not incur a late submission penalty.
- If your circumstances mean that you cannot submit your dissertation/ final project within Phase 1 then you must talk to your project supervisor to discuss your circumstances. If you make use of an extension you should continue working on the original piece unless arranged differently with your supervisor.

**For example:**

John is a finalist and he has been facing personal challenges and has a number of items still to complete. He has planned his work load and is confident the majority of items will be ready to submit within the 10 working day extension, but his dissertation project has fallen behind and he is worried there is still too much work to do.

*No problem, John should contact his adviser and discuss a revised submission point which is realistic for him. In doing this his supervisor should consider with John what this might mean for his likely completion date so he is able to make an informed choice when setting the date agreed upon.*

**EXAMINATIONS/OPEN BOOK ASSESSMENTS****Submission Periods**

- You will be scheduled to take examinations/ open book assessments within a 24 hour period and wherever possible the date will be the same as your previously scheduled examination.
- If you believe yourself to be 'unfit' to sit on the day of your examination then you should not attempt to take it and will be eligible for a delayed first attempt within the later assessment/ reassessment period. You do not need to request this or submit evidence.
- If you have a delayed first attempt or reassessment then this will be with a revised assessment task.
- If you do sit your assessment but then feel afterwards that you were 'unfit' to sit then you can submit a retrospective EC request to sit it again in the later assessment/reassessment period. These requests will be considered on a case-by-case basis. You should submit evidence to support this if you have it but it is accepted that this may not be possible.
- Where a word count limit is stated a breach of greater than 10% at question level will lead to a fixed 10 point penalty at the assessment level. This will be applied no matter how many breaches you have made within the assessment.
- If you upload more than one document within the assessment period then the latest submission will be marked.

**For example:**

Louis has just completed his 2 hour open-book exam and uploaded his answer document. He is worried that he may not have correctly saved his final question answer and might therefore have uploaded the wrong version for marking.

*No problem, Louis can resubmit the correct version without penalty, providing this is within the scheduled 24 hour period for assessment.*

Nina is sitting her main series 2 hour 'exam' today and has planned to do this in the morning whilst her partner is available to look after their daughter. She's worried that she may be interrupted though and her broadband has been really slow recently.

*No problem, open- book exams are available for 24 hours so Nina can submit her work at any point within that timeframe. She should work offline in producing her answer document and can then just go online to upload once it's completed. Sometimes plans are interrupted so whilst it would be ideal to 'sit' her exam in her chosen 2 hour slot she can take breaks or complete her work in a more flexible way as is most helpful within the 24 hour period. If something happens that means she is unable to sit her assessment today then she can choose not to submit at all and will be automatically scheduled to have a delayed first sit in the later exam series.*

**Marking**

- If you sit your examination/ open book assessment within the main exam series it will be marked in the first marking period by 26 June 2020 at the latest.
- If you sit your examination/ open book assessment within the delayed assessment/reassessment period it will be marked in the second marking period by 4 September 2020 at the latest.

**Reassessment**

- If you receive a fail mark for work submitted in Phase 1 or you fail to submit work by the end of Phase 2 and have not submitted ECs then you could be referred to reassessment.
- Reassessment of coursework will occur only if it is not possible for the failed assessment/module to be compensated.
- If you are referred to reassessment it will take place in one of the following periods:

a) 17th-28th August 2020. CW reassessment tasks will be released on 24th July

b) 19th-23rd October 2020. CW reassessment tasks will be released on 30th September

**Compensation**

Compensation cannot happen if:

- The module is core and the module learning outcomes have not been met
- You have already reached the maximum allowable compensation limit
- You are in a counting year and have requested a reassessment opportunity

**Returning from Interruption to complete outstanding assessments**

- If you are an interrupted student due to return to undertake a delayed assessment or reassessment you will be subject to the arrangements available to current students. This includes the undertaking of modified activity; availability of delayed submission; or waiving of assessment items (as long as this does not take you above the allowable maximum amount of compensation for progression and it is in your best interests).

**QUESTIONS AND ANSWERS****Q. What if my course is regulated by a PSRB? What is a PSRB? How do I know if my course is regulated by a PSRB?**

A. Your School will provide a separate guidance document that outlines the assessment contingency measures they have been put in place to support you through this period. If you have any questions about this please

**Q. I have already submitted my work - can I have an extension to 3 August?**

No. You only have one opportunity to submit at first attempt so if you have already submitted your work then this will be the version that is marked. However if you are concerned that you will not pass this assessment you can submit an EC request and the pre-board Extenuating Circumstances Panel will determine whether you should be offered a Delayed Assessment opportunity during the August reassessment period, 17th-28th August.

**Q. If I have Extenuating Circumstances and cannot submit my work by 3 August what happens? How do I submit an EC request?**

If you cannot submit your work by 3 August you should submit a Consideration by Board of Examiners request ahead of your School's pre-board Extenuating Circumstances Exam board in July. You should submit evidence to support this if you have it but it is accepted that this may not be possible.





We are receiving queries about how we are protecting students' interests and managing assessments. Some universities have said that they will use a student's Semester One average mark as a year average should their actual year average be lower following the completion of their Spring semester and we are being asked about this approach.

UEA's academic year and assessment structure is distinctive. We have a tradition of providing feedback on formative work, have fewer summative items earlier in the academic year and do not have a winter exam period in December or January. Therefore, many of our students have fewer summative marks from Semester One and, when the Government's lockdown happened, they still had the majority of their assessments ahead of them. (We recognize that those students on programmes in medicine, health, pharmacy etc. that are regulated by a Professional, Statutory and Regulatory Body [PSRBs] have summative assessments that occur across the academic year).

Therefore, after careful consideration, including liaising with a range of other universities and with other national higher education bodies, we are introducing a set of measures to ensure that students are not disadvantaged and there is a **'safety net'** in place to protect their degree classification. Our measures have also been designed in discussion with the UEA Students' Union and with two key concerns in mind.

- First, we must **maintain academic standards** and ensure the value of our degrees, as required by the Office for Students, the Department for Education, the Quality Assurance Agency and other regulatory bodies. These concerns are echoed by those students who have contacted us concerned about the academic year 2019/20 being seen as "lower value" with degrees not viewed as comparable with other years.
- Second, we are keen to **support our students** to be able to progress and succeed in their studies and we recognise the significant challenges that many will inevitably face as a result of the COVID-19 disruption. We therefore want the burden of assessment to be as light as possible and we want to put in place safeguards to support students and relieve their stress.

To this end, we have put in place the following **10 measures**:

1) We have **moved all teaching and learning activity on-line**. Staff are preparing teaching and support sessions for delivery online for the remaining teaching weeks of the term after Easter and, for those on PSRB courses, for the duration of the programme timetable for this academic year.

2) We have **reviewed and redesigned all assessments** due from 13th March 2020, liaising with PSRBs where required. We will ensure we only assess learning necessary to demonstrate the achievement of course-level learning outcomes. This will mean that some assessments may now cover more than one module, and some will be waived completely.

3) For **Year 0 and Year 1 students** marks do not contribute to their degree classification. This means that we have been able to waive a considerable proportion of assessment, except in a small number of specific circumstances (including where PSRBs govern curriculum and assessment) in order to remove additional stress from students.

4) For **Year 2, 3 and 4 students** (and Year 5 for medical students), we have reviewed all upcoming assessment items and have made modifications wherever possible to ensure that there is an opportunity to participate while reducing the number of assessments.

5) We have introduced **blanket extensions of 10 working days for all written assignments** without the need to make a request or to provide any evidence. If students feel that this still will not be enough time for them to complete their assessed work they can have a **further automatic extension until 3 August 2020** if absolutely necessary.

6) In the case of exams or an assessment 'event', any student who is not able to sit an assessment will be **automatically provided with another first attempt opportunity** in the next assessment session without the need for request or provision of any evidence.

7) We have re-designed examinations that were scheduled for the summer examination period as **online assessment exercises** so they can be taken by all students wherever they will be in the world and at a time that suits them within a 23 to 24-hour window. Some of the scheduled examinations have now been replaced with a coursework assignment and others have been waived altogether.

8) For **final year students** not on PSRB courses, the requirements are:

- Passing all 'core' modules;
- Achieving a credit weighting average mark for the year of 40%; and
- Passing modules worth at least 80 credits in total

For the purposes of degree classification, we will introduce a **safety-net** so that a student's final year average cannot be lower than the average they have attained in the previous counting year of study. This safety net means that your degree classification can only be improved by undertaking any further assessments and there should be no detriment to your participation in assessment.

9) For **penultimate year students** not on PSRB courses, (Year 2 for Undergraduate Bachelors students and Year 3 for Integrated Masters students), the requirements are:

- a) Passing all 'core' modules;
- b) Achieving a credit weighting average mark for the year of 40%; and
- c) Passing modules worth at least 80 credits in total

For the purposes of degree classification, we will introduce a **safety-net** so that students are not disadvantaged. When we calculate your degree classification at the end of next academic year (2020/21), if your year average in 2020/21 is higher than your year average for 2019/20, we will exclude this year's year average and only use your final year average in the calculation. This means that your current year-average mark will be 'safety – netted' and your final degree classification can only be improved by undertaking further assessments this year. There should be no detriment from your participation in assessment in the remainder of this academic year.

10) If the academic year 2019/20 is a counting year for degree classification purposes but is not your penultimate year, (for example, if you are a second year student on an Integrated Masters degree course), we will use the 2020/21 year average mark if it is higher, instead of the 2019/20 mark, in calculating your degree classification.

## What does this mean for Foundation and Year 1 students?

Marks from Foundation Years and from Year One do not count towards degree classification. Consequently, our approach will be to only ask you to undertake assessment that is considered essential in terms of learning and skills, which we refer to as being "core", to your course.

We will be amending our regulations for this year only to enable you to progress to your next year of study subject to you:

- a) Passing all "core" (essential) modules: and
- b) Passing modules worth at least 60 credits in total.

If you are studying a Foundation year and you have been given a mark you need to achieve to progress to a particular degree course, then the assessment opportunities will be given to allow you every opportunity to achieve this. The impact of the special measures put in place in response to COVID-19 will be taken into consideration and students performance considered sympathetically.

Your School will inform you of the detailed requirements in early April.

See below for more detail on

- our approach to coursework and examinations
- our approach to assessment, delayed assessment and re-assessment

## What does this mean for Year Two, Three, Four, and Five students?

Marks from these years of study count towards degree classification. Consequently, you will be given the opportunity to demonstrate the achievement of your course's learning outcomes. However, Schools are seeking to minimise the assessment burden on you and so where your learning, knowledge and skills have already been demonstrated you will not be asked to do this again. And so you should expect there may be changes in both the amount of assessment you are required to do and in the type of assessment. Your School will inform you of the detailed requirements in early April.

We will be amending our regulations for this year only to enable you to complete the year and progress to your next year of study or if a finalist to complete your course, subject to you:

- a) Passing all "core" modules: and
- b) Achieving a credit weighted average mark for the year of 40%; and
- c) Passing modules worth at least 80 credits in total.

See below for more detail on

- our approach to coursework and examinations
- our approach to assessment, delayed assessment and re-assessment.

## Our Degree classification safety net

### Final year students

For the purposes of degree classification, we will introduce a safety net so that your final year average cannot be lower than the average you have attained in the previous counting year of study. This safety net means that your degree classification can only be improved by undertaking any further assessments.

### For penultimate year students

For the purposes of degree classification, we will introduce a safety net so that you are not disadvantaged. At the end of your course in 2020/21, we will use the higher of your two year averages for 2019/20 and 2020/21 as the counting year average for your second year in the degree classification calculation (or third year for Integrated Masters students). This means that your current year-average mark will be 'safety – netted'.

### For other continuing students for whom 2019/20 is a counting year

If the academic year 2019/20 is a counting year for degree classification purposes but is not your penultimate year, (for example, if you are a second year student on an Integrated Masters degree course) we will substitute your 2020/21 year average mark, if it is higher than your 2019/20 average year mark, for your 2019/20 mark when calculating your degree classification.



## Updated 14.05.2020

We appreciate that the current environment makes this a very difficult time to be a PGT student. One aspect of PGT study is the variety of course structures and assessments; assessment measures and regulation changes are in place to help you, but they have to work for your exact course and this means it is not possible to implement a universal policy in the same way as for undergraduate courses.

This information applies to the majority of PGT courses; where this information does not apply your School will notify you and you will be given guidance. Please read the full information for the detail you need but the summary box highlights the key information published.

### Summary of key information

- Automatic extensions available for coursework if needed
- Only use automatic extensions if you really need to
- Coursework must only be submitted once (i.e., you cannot submit a piece of work in phase 1 then submit it again in phase 2)
- Extenuating Circumstances still considered beyond the automatic extensions
- Automatic extensions available for dissertations/research projects
- Examinations available for 24-hour period
- Automatic delayed first sit available for examinations

## COURSEWORK MANAGEMENT

### Submission Periods

- The date published, and visible in Evision, is the original submission date and you are encouraged to work to that deadline. You also have an automatic 10 working day extension, you do not need to request this or provide supporting evidence. Coursework submitted within this period will be referred to as '**phase 1 submissions**'.
- If you choose not to submit by this extended date you can have a delayed first submission, you should submit this by the **absolute deadline of 3 August** unless notified differently by your School – these extended submissions are referred to as '**phase 2 submissions**'. No evidence or request is needed for this provision.
- If you are unable to meet the Phase 2 submission deadline then you should submit an Extenuating Circumstances (EC) request, ideally ahead of the deadline, to request a further delay of submission. Please provide evidence if you already have it, if not we understand that it may not always be possible at this time and we will consider your request with this in mind.
- Please be aware that if you delay your submission to Phase 2, or further delay with an EC request, this could lead to an interruption to studies, possibly an extension to the period of registration and/or a delay in an award being conferred. Please discuss this with your Adviser; you should you can also seek advice from your LTS Hub.
- If you fail to submit by the absolute deadline without notification or submission of an extension request it will be considered as a non-submission fail and the classification for your degree will be managed through compensation or reassessment measures as appropriate.
- A late submission penalty will not be applied to work submitted prior to the absolute deadline. If your work is received after this deadline without an approved extension, the appropriate late submission penalty will apply.
- It is noted that in some identified circumstances arrangements for delayed assessment will have taken place at cohort level where it has not been appropriate to replicate assessment through an online methodology and/or due to regulatory body requirements.
- Depending on when your work is submitted, it will be considered at either Interim Boards in the summer or Final Boards in the autumn. However, if you have an approved extension that means your work falls outside the timeframe for these Boards your work will be considered by a Board at the next available opportunity.

### For example:

Rachel has been working on an assignment and was aiming for the published deadline but has found it really difficult to find a quiet space at home to get the work finished. She only needs a couple of extra days.

*No problem, as long as Rachel submits within 10 days of the published deadline her work will be marked within the usual marking period and no penalty applied.*

Luca has caring responsibilities at home so is not able to complete his coursework on time. An extra two weeks is not likely to be sufficient without compromising the quality of his work so he needs more than the 10 day extension.

*No problem, Luca can continue working on the same assignment and submit his work up to 03 August without the need to make any request for an extension. His work will be marked within the second marking period and no penalty will be applied.*

Keira was working to the standard submission date of 4 May 2020. She needs to make use of the 10 working day extension but doesn't know whether the 10 days includes the submission date or not.

*The extension is added on to the standard submission date so the new deadline will be 4 May 2020 + 10 working days (19 May 2020 as this time period includes a Bank Holiday non-working day).*



**Marking**

Unless notified otherwise by your School:

- If you submit your work within Phase 1 it will be marked in the first marking period by 26 June 2020 at the latest.
- If you submit your work within Phase 2 it will be marked in the second marking period by 4 September 2020 at the latest.

**Dissertations/ final project submissions**

- The original date is the first deadline you were given and is visible in Evision; you are encouraged to work to that deadline where possible. You also have access to a 10 working day extension, for which no evidence or request is needed.
- If your circumstances mean you cannot meet the deadline including the extra 10 working days then you must talk to your supervisor, and you can agree a revised submission date directly with them. It is important that your supervisor notifies your LTS Hub of this revised submission date so that your work can be considered by the next available Board. Please also be aware that a revised submission date could lead to a delay in an award being conferred.
- If you are making use of extension arrangements please consider the impact of this on your dissertation/research project and discuss it with your supervisor; you may have to agree to some variation to scope and/or methodology in light of the current circumstances.

**For example:**

John is a finalist and he has been facing personal challenges and has a number of items still to complete. He has planned his work load and is confident the majority of items will be ready to submit within the 10 working day extension, but his dissertation project has fallen behind and he is worried there is still too much work to do.

*No problem, John should contact his adviser and discuss a revised submission point which is realistic for him. In doing this his supervisor should consider with John what this might mean for his likely completion date so he is able to make an informed choice when setting the date agreed upon.*

**EXAMINATION/ OPEN BOOK ASSESSMENTS****Submission Periods**

- You will be scheduled to take examinations/open book assessments within a 24-hour period and wherever possible the date will be the same as your previously scheduled examination.
- If you believe yourself to be 'unfit' to sit on the day of your examination then you should not attempt to take it and will be eligible for a delayed first attempt within the later assessment/ reassessment period. You do not need to request this or submit evidence.
- If you have a delayed first attempt or reassessment then this will be with a revised assessment task.
- If you do sit your assessment but then feel afterwards that you were 'unfit' to sit then you can submit a retrospective EC request to sit it again in the later assessment/ reassessment period. These requests will be considered on a case-by-case basis. You should submit evidence to support this if you have it, but it is accepted that this may not be possible.
- Where a word count limit is stated a breach of greater than 10% at question level will lead to a fixed 10-point penalty at the assessment level. This will be applied no matter how many breaches you have made within the assessment.
- If you upload more than one document within the 24-hour assessment period then the latest submission will be marked.

**For example:**

Louis has just completed his 2 hour open-book exam and uploaded his answer document. He is worried that he may not have correctly saved his final question answer and might therefore have uploaded the wrong version for marking.

*No problem, Louis can resubmit the correct version without penalty, providing this is within the scheduled 24 hour period for assessment.*

Nina is sitting her main series 2 hour 'exam' today and has planned to do this in the morning whilst her partner is available to look after their daughter. She's worried that she may be interrupted though and her broadband has been really slow recently.

*No problem, open- book exams are available for 24 hours so Nina can submit her work at any point within that timeframe. She should work offline in producing her answer document and can then just go online to upload once it's completed. Sometimes plans are interrupted so whilst it would be ideal to 'sit' her exam in her chosen 2 hour slot she can take breaks or complete her work in a more flexible way as is most helpful within the 24 hour period. If something happens that means she is unable to sit her assessment today then she can choose not submit at all and will be automatically scheduled to have a delayed first sit in the later exam series.*



**Marking**

- The marking deadline for the main exam series is 26 June 2020 at the latest and for the delayed assessment/reassessment period it is 4 September 2020 at the latest.

**Reassessment**

- You will be reassessed in coursework only IF necessary (see 'Compensation' below) further to a failed first submission or following non-submission without authorisation (i.e. without an agreed extension).
- Unless you are informed otherwise, this may be after the Board has met, reassessment will take place between 17-28 August 2020.
- Unless you are informed otherwise, this may be after the Board has met, coursework reassessment tasks will be released on 24 July.
- Board dates will be published on the Portal.

**Compensation**

- Please look at the questions and answers section below on the safety-net that is available to you as a PGT student.

**Returning from Interruption to complete outstanding assessments**

- If you are an interrupted student due to return to undertake a delayed assessment or reassessment you will be subject to the arrangements available to current students. This includes the undertaking of modified activity; availability of delayed submission; or waiving of assessment items (as long as this does not take you above the allowable maximum amount of compensation and it is in your best interests).

## QUESTIONS AND ANSWERS

### **Q. What if my course is regulated by a PSRB? What is a PSRB? How do I know if my course is regulated by a PSRB?**

A. Your School will provide separate guidance that outlines the assessment contingency measures they have been put in place to support you through this period. If you have any questions about this please contact your Course Director or Personal Adviser in the first instance.

A PSRB is a Professional, Statutory or Regulatory Body, if you are unsure whether your course is regulated then please ask your LTS Hub team.

### **Q. I submitted my work in Phase 1 - can I have an extension to the absolute deadline provided by my School?**

No. You only have one opportunity to submit at first attempt so if you have already submitted your work then this will be the version that is marked. However, if you are concerned that you will not pass this assessment you can submit an EC request and the pre-board Extenuating Circumstances Panel will determine whether you should be offered a Delayed Assessment opportunity – for most this is during the August reassessment period, 17-28 August.

### **Q. If I have Extenuating Circumstances and cannot submit my work by the absolute deadline provided by my School what happens? How do I submit an EC request?**

If you cannot submit your work by the absolute deadline you should submit a Consideration by Board of Examiners request ahead of your School's pre-board Extenuating Circumstances Exam board in July. You should submit evidence to support this if you have it but we accept that this may not be possible.

### **Q: What safety-net is available to me as a PGT student?**

**The below provides clarification about how your Masters award will be considered.**

For PGT students the requirements are:

- Passing all 'core' modules (if you are on a PSRB regulated course this can include passing all modules and all assessments within a module);
- Achieving a credit weighting average mark for the year of 50%; and
- Achieving a pass mark in all taught modules, except for up to 40 credits which may be designated compensation\*

**Note:** Compensation is not available if you are on a PSRB regulated course and have to pass all modules.

*\*The University award regulations for Masters Students allows the Exam Board to use discretion to permit compensation in up to 40 credits of failed modules across assessment and reassessment combined. This means that the marks from modules where you have performed well can compensate for those where you have not. This means that you could receive your Masters award without passing all modules and without undertaking reassessment. Compensation is not available for dissertations.*

### **Classification of Masters Awards**

Distinction	<p>For Masters Awards:</p> <p>Overall aggregate over 180 credits of at least 70% for the whole course</p> <p>For MFA Award:</p> <p>Overall aggregate over 360 credits of at least 70% for the whole course</p>
Merit	<p>For Masters Awards:</p> <p>Overall aggregate over 180 credits of between 60% - 69% for the whole course</p> <p>For MFA Award:</p> <p>Overall aggregate over 360 credits of between 60% - 69% for the whole course</p>

Awards for students within 2% of Merit and Distinction are determined as follows:

Overall aggregate over 180 credits (Masters) or 360 credits (MFA) within 2% of the borderline of the higher		Credits	Outcome
68% - 69%	PLUS	At least 50% of credits at 70% or above	Distinction
58% - 59%		At least 50% of credits at 60% or above	Merit

On 3 April 2020 an **additional 'safety-net'** was introduced which means that Boards will have the discretion to uplift you to the next category dependent on your performance prior to 13 March.

In summary:

a) Exam Boards can compensate up to 40 credits of failed modules (for non PSRB regulated courses)

AND

b) For all students whose overall aggregate falls below the usual 2% borderline for a Merit or Distinction, Exam Boards can recommend a Masters with Merit or Distinction depending on your performance prior to 13 March 2020.

## Information For Taught Postgraduate Students



We appreciate that this is a very worrying time for you. Undertaking a Masters course is often an intense experience in normal times and the current restrictions in place make the completion of your studies difficult and complex. We would like to reassure you that we are giving a lot of thought as to how we can support you in your learning so that you can complete your course in as close a way possible as we can manage.

At UEA we offer four types of postgraduate taught course each with their own particular character: traditional subject based advanced study (e.g. MA, MSc), conversion courses for graduates to learn a new discipline (e.g. business, legal studies), courses that lead to professional qualifications and careers (e.g. PGCE), and MRes courses that can lead on to PhDs. Many of our courses are accredited by professional, regulatory and statutory bodies (PSRBs), for example the Health and Care Professions Council (HCPC), which means the requirements of each course are often different. In some you must pass all assessment components of all modules, in others you might be required to pass all core "essential" modules but not others providing you pass the course overall. Some courses have a dissertation and others do not. Consequently, your School will be the best source of information for you as to what to expect in the weeks after Easter and through to the completion of your course.

As you will be aware from previous communications and the advice on the Portal, we have developed some principles and a set of over-arching measures to support you to complete your course. Our measures have been designed in discussion with the UEA Students' Union and with two key concerns in mind.

- First, we must **maintain academic standards** and ensure the value of our degrees, as required by the Office for Students and other regulatory bodies.
- Second, we are keen to **support our PGT students** to be able to successfully complete their studies and we recognise the significant challenges that many will inevitably face as a result of the COVID-19 disruption. We therefore want the burden of assessment to be as light as possible and we want to put in place safeguards to support students and relieve their stress.

1) Where we can we have **moved teaching and learning activity on-line**. Staff are preparing teaching and support sessions for delivery online for the remaining teaching weeks after the Easter vacation. **On courses where this is not possible, your School will have been in touch.**

2) We have **reviewed and redesigned as necessary assessments** due from 13th March 2020, liaising with Professional, Statutory and Regulatory Bodies (PSRBs) where required. We will ensure we only assess learning necessary to demonstrate the achievement of course-level learning outcomes. This will mean that some assessments may now cover more than one module, and some will be waived completely.

3) We have introduced **blanket extensions of 10 working days for all written assignments** without the need to make a request or to provide any evidence. If students feel that this still will not be enough time for them to complete their assessed work, we advise them not to complete the task at this time and we will give them **another first attempt opportunity** in a future assessment session either in August or in the Autumn.

4) In the case of exams or an assessment 'event', any student who is not able to sit an assessment will be **automatically provided with another first attempt opportunity** in the next assessment session without the need for request or provision of any evidence.

5) We have re-designed examinations that were scheduled as written examinations as **online examinations** so they can be taken by all students wherever they will be in the world and at a time that suits them within a 23 to 24-hour window. Some of the scheduled examinations have now been replaced with a coursework assignment and others have been waived altogether.

6) In cases where awards can be made with merit and distinction Boards of Examiners will be given **additional discretion** to consider students outside of the 2% borderlines and pay particular attention to the performance of students prior to 13th March 2020.

7) If your course has an interim Examination Board to consider your performance in the taught elements, this will still go ahead when marks are available. If **reassessment** is required arising from completed work carrying a failing mark which cannot be compensated, we will discuss with you when the best time is to do this.

8) Many courses include a **project or dissertation**. If you are in the planning/proposal stage and do not have a dissertation/project supervisor please contact your Module Organiser. If you have already started on your project/dissertation and are unable to access the research facilities, undertake a work placement, or undertake fieldwork required as planned, or if your project/dissertation has been in some way disrupted by COVID-19 please contact your project/dissertation supervisor to discuss this. There may be alternatives or you could agree an appropriate new work plan and submission deadline. If your project/ dissertation supervisor is unavailable, please contact your Adviser or LTS Hub team.

9) If you think you may require an **extension to your registration period** to enable you to complete the course please contact your LTS Hub team.

Our priority is to put arrangements in place to help you complete your course. Sadly, there are a small number of postgraduate courses which we have had to suspend as either students in key essential worker roles are not able to study, or professional placements are unavailable at this time. The students on these courses have been informed and will be kept updated by their Schools. If you believe that the impact of the Covid-19 pandemic is so severely impacting your ability to complete the course that you wish to interrupt your studies please contact your Course Director and/or LTS Hub team to explore your options.

We appreciate that this is a difficult time for you, and hope that the above information is helpful. Because PGT courses are so different across the University, if you have questions about your course we recommend that you contact your Course Director in the first instance.

Please be aware that we are working in a dynamic and changing environment ourselves and our plans may need to change if we are advised to do so by the UK Government's Office for Students. We will keep you updated and alert you if changes become necessary. If you have any questions, please send them through to [lts.admin@uea.ac.uk](mailto:lts.admin@uea.ac.uk).

## Changes In Assessment (UG And PGT)



Our approach to planned assessment items, both coursework and exams is to ask

- a) whether it needs to happen: and if so
- b) what modifications are needed.

Sometimes, the learning, skills and knowledge tested in assessment items overlaps. In such cases we are asking Schools to modify their assessments such that they only assess you once on each learning outcome. Consequently, you may experience changes and find that you are not required to do some assessments.

If an assessment item changes you will be provided with a new assessment brief.

We will be using Blackboard for coursework and examinations. Wherever possible the assessment methodology will remain the same but will be converted to Blackboard. Where an assessment method cannot be replicated 'at distance' (e.g. an event such as a group presentation) an alternative will be offered. Details on how to access and use Blackboard outside of the UK can be found on this Portal page.

In making changes to assessment staff will be working to common principles. Consequently, whilst the changes in assessment may differ, and your experience might differ, module to module, we can reassure you that no-one will be disadvantaged.

## Examinations

We have re-designed examinations that were scheduled for the summer examination period and are still going ahead in the examination format but as online examinations so they can be taken by all students wherever they will be in the world and at a time that suits them within a 23 to 24-hour window. Some of the scheduled examinations have been replaced with a coursework assignment and others have been waived altogether.

We will carry on using the current published exam timetable and so if your exam remains it will take place on the same day as originally scheduled.

The plan is for these on-line examinations during the exam period to be taken in an open format and within an extended time to enable all students enough time to complete it. As an example, we will set an examination assessment and tell you that we expect it to take you 2 hours. We will tell you when the questions will be released and we will tell you the deadline for you to save and submit your answers, and this will be either 23 or 24 hours later. We anticipate the time chosen to release the questions and for the exam to close will be 09:30 BST. When you chose to start and finish the examination assessment within this time period will be up to you.

The importance of this approach is that all students will have the opportunity to take longer on timed online examinations compared to traditional exams. All such online assessments will indicate:

- the time you are expected to take on the whole exam and where applicable each question
- the expected word count for essay based questions.

Students without reasonable adjustments should aim to finish within the stated expected time. Students who need longer time or need to take breaks may take longer. However ALL students must stick within the given word limits, or risk penalties.\*

Students in different time zones will be able to take the examinations at a time which works for them within the 23 or 24 hour time period.

If you require a screen reader or other technology to help you access the examinations you will hopefully be familiar and have downloaded the alternative formats in your learning materials using [Blackboard Ally](#). You will be able to do the same with coursework descriptions and exam papers.

If you have enquiries about assessment adjustments please contact Student Services at [disability@uea.ac.uk](mailto:disability@uea.ac.uk).

Learning Enhancement Tutors in Student Services can work with you to improve your revision and exam technique. You can contact the Team at [ask.let@uea.ac.uk](mailto:ask.let@uea.ac.uk) or find resources online.

\*The penalties for exceeding the word limit by 10% or more will be a deduction of 10 marks from the final examination mark. If the final examination mark is within 10 marks of the pass mark, the penalty will be capped at the pass mark. Final exam marks below the pass mark will not be penalised.

## Coursework

All coursework will be submitted and marked on-line, and you will receive your mark and feedback via Blackboard.

If your preparations are disrupted by illness or other circumstances, you will be able to submit your coursework up to 10 working days after published deadline. This will not appear as a new deadline or extended deadline on eVision. You will not need to apply for an extension.

If you require more than 10 additional days beyond a coursework deadline to complete coursework please do not complete or submit the work as we will be unable to mark it. You will be offered a delayed assessment opportunity in August 2020. You will not be asked to provide any evidence to explain why you couldn't do it.

## Projects and Dissertations

If you are unable to access the research facilities, or undertake the work placement, or undertake fieldwork required and planned for as part of your project please contact your project or dissertation supervisor so alternatives can be put in place. If your project/dissertation has been disrupted by COVID-19 you should discuss and agree an appropriate new submission deadline with your project/dissertation supervisor.

## Other assessment events (i.e. you need to 'be' somewhere)

If you are on a course regulated by a professional or statutory body (PSRB), such as the GMC, NMC, HCPC or GPC, you might be expecting to have OSCEs or other simulated practice activities or for there to be summative assessments happening when you should be in practice. The current situation with COVID-19 means that placements and practice opportunities are disrupted. We are working with the regulating bodies and your School will keep you informed of their requirements and how this impacts your studies and your assessments. Our priority is to ensure you complete your studies and meet the professional requirements of your course in a way which satisfies your professional regulator.

Vivas, oral assessments and presentations will be facilitated where possible via use of Blackboard Collaborate. Where this is not practicable or possible, you may be asked to submit associated materials (e.g. summary notes or presentation materials) or asked to do something different.

For other situational or practical activities (including drama performances; media, production work; lab work; field work; simulation; demonstration) you may be asked to use alternative 'virtual' participation options. Where this is not appropriate an alternative will be put in place.

## Artefacts/products

If your assessment involved you submitting an artefact such as a poster, portfolio or project then this should be converted (pdf / scanned/ collated) for submission and marked via Blackboard. Where the artefact does not convert to electronic submission but is accompanied by a supporting written or documentary submission then you may be asked to submit this accompanied by photographic evidence of production of the associated artefact. Your School will give you instructions on what to do.

## Delayed assessment

If you require more than 10 additional days beyond a coursework deadline to complete coursework please do not submit the work as you can have a further automatic extension until 3 August 2020 if absolutely necessary. You will not be asked to provide any evidence to explain why you needed to use the extension.

If you are unwell on the day of an online examination assessment, you will be offered a delayed assessment opportunity in August. Again, you will not be asked to provide any evidence of your illness or circumstances preventing you from taking the online assessment.

Delayed assessment will take place in August and be in the same form as that of the first attempt. This means that if your scheduled exam was taking place online then your delayed assessment will also be online.

## Re-assessment

Reassessment will only happen when it is essential to do so. Our regulations allow students to progress with some non-core modules having failing marks – see detail above.

Foundation Year and Year One students: If you have passing marks in a minimum of 60 credits and have passed all core modules you will be permitted to progress to your next year of study and you will not be given an opportunity of re-assessment in modules carrying fail marks. If you do not meet this threshold you will be required to undertake re-assessment.

Year two, three and four students and finalists: If you have achieved an overall passing mark for the year, have passing marks for all core modules and have passing marks for modules valued at a minimum of 80 credits, you will not be required to undertake re-assessment and you will be permitted to progress to the next year of study or complete the course. However, you will be able to apply to take the reassessment rather than progress automatically, if you feel it would be in your interests to do so.

Reassessment will take place in August for those who had their first attempts prior to July 2020. If you had delayed first attempts in August, your reassessment is likely to take place in early October.

We are seeking to minimise the reassessment burden on students who are required to reassess. We will do this by reassessing failed items synoptically where this is feasible for the course. This is where individual assessments are combined into one synoptic assessment, which covers all learning outcomes being tested.





## CHANGES TO REGULATIONS MADE IN RESPONSE TO THE COVID-19 PANDEMIC

There are changes to:

1. **Regulations for Bachelors, Integrated Masters and Certificate Awards (BIM awards)**
2. **Common Masters Framework**
3. **Submission of Work for Assessment (Taught Programmes)**
4. **Plagiarism and Collusion Policy**
5. **University Disciplinary Procedures**

### 1. Regulations for Bachelors, Integrated Masters and Certificate Awards (BIM awards)

1.1.1. The University is using two sets of regulations for UG students:

- a) One set applies to students who commenced their studies in 2018/19 or earlier and who were continuing their studies in 2019/20 or who commenced their studies at Stage 2 or above in 2019/20 (known as the 2018/19 BIM regulations)
- b) A second set applies to students who commenced their courses at Stage 0 and Stage 1 in the academic year 2019/2020, onwards (known as the 2019/20 BIM regulations).

The changes apply to both sets of regulations.

Summary of the changes to the Bachelor's and Integrated Masters (BIM) degree regulations:

- a) increase in compensation allowable for year 1 and year 0
- b) increase in compensation allowable for other years
- c) to give Boards of Examiners more discretion around borderlines
- d) the potential substitution of year marks in calculation of final degree mark (the safety net)
- e) the removal or changes to progression thresholds on particular courses
- f) that compensation is exercised.

### 1.2. Common Masters Framework

There is one significant change to the Common Masters Framework regulations and that is to give Boards of Examiners more discretion around borderlines.

### 1.3. Submission of Work for Assessment (Taught Programmes)

There is also a change to the Submission of Work for Assessment (Taught Programmes). This document published as part of the UEA Academic Calendar contains a section on Word Limits which references coursework, written assignment, projects, reports and dissertations. This policy has been extended to include other forms of assessment such as examinations.

### 1.4. Plagiarism and Collusion Policy

In response to student concerns about academic integrity arising from the COVID-19 situation, the investigative process has been rewritten to improve efficiency and now explicitly includes provision for the marker to establish the students understanding of the academic subject matter during the investigative meeting.

### 1.5. University Disciplinary and Investigatory Procedures

A temporary amendment to the University Disciplinary and Investigatory Procedures has been approved which permits high level plagiarism and collusion cases (suspected breach of Regulation 18) to be considered for summary determination from the Chair of the Senate Student Disciplinary Committee (SSDC) with the safeguards that:

- a) this will only be considered where penalties will not result in the student having to leave the University; and
- b) students can request a full panel hearing should they not wish for their case to be summarily determined.

That the change is an extension from the current procedures and powers where summary determination applies only to medium and low level cases. It should improve the experience for students, by removing the need for a full online panel hearing unless this is absolutely necessary, as hearings can be stressful and cause delays for students progressing with their studies. This change was approved for implementation in 2019/20 and 2020/21 and this practice will be reviewed during 2020/21.

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## AMENDMENTS MADE TO THE REGULATIONS FOR BACHELORS, INTEGRATED MASTERS AND CERTIFICATE AWARDS

### 1. Regulation 12: Stage assessment board for non-final year students

1.1.1. Regulation 12.4 (Compensation) details the criteria to be used by Boards of Examiners when a student has not achieved a passing mark in all modules. It says that a non-final year student is eligible for compensation where **all** of the following are met:

- i. The student has an overall stage aggregate equal to or above the pass mark for the stage;
- ii. The student has failed only one module, of no more than 20 credits;
- iii. The failed module is not designated as Core.

It also says "Any such student will be referred to reassessment in the eligible module but may opt to take the compensation".

The changes made:

- a) introduce a difference in eligibility for compensation between student studying in Year 0 or Year 1 and those in other years of study
- b) increase the compensation allowable for all students as defined below
- c) change the practice whereby students opt to take compensation. Reassessment will only be offered if the year of study counts towards the final award mark: students eligible for compensation will receive the compensation but can opt for reassessment.

The amended regulation for use in 2019/20 only is as follows:

### 12.4 Compensation

12.4.1 A Year 0 or Year 1 student is eligible for compensation in failed modules where all of the following are met:

- i. The student has passing marks in modules of at least 60 credits
- ii. The failed module(s) are not designated as Core.

Any such student will be given compensation in eligible modules and will not have the option of reassessment.

12.4.2 All other non-final year students are eligible for compensation where all of the following are met:

- i. The student has an overall stage aggregate equal to or above the pass mark for the stage;
- ii. The student has passing marks in modules of at least 80 credits;
- iii. The failed module(s) are not designated as Core.

Any such student will be given compensation in eligible modules but may opt to take reassessment.

1.1.2. Regulation 12.7 (Stage Assessment for Integrated Masters Courses) details the requirements for students to progress on these courses from Stage 1, Stage 2 and Stage 3. It is proposed that on courses where the progression requirement is a year mark of at least 60% this be revised for 2019/20 to be 40%.

The amended regulation for use in 2019/20 only is as follows:

12.7.1 The Board of Examiners shall confirm that a student has satisfactorily completed the Stage where the student has passed all modules or has been awarded compensation in accordance with Regulation 12.4 and achieved the following Stage aggregate mark in the Stage in question, noting Regulation 6.7 regarding rounding of marks:

Integrated Masters Course	Stage 1	Stage 2	Stage 3
Master of Chemistry Master of Computing Science Master of Engineering Master of Mathematics Master of Natural Sciences Master of Physics Master of Sciences	40%	40%	40%
Master of Pharmacy	40%	40%	40%

1.1.3. Regulation 12.8 (Stage Assessment for Stages 1 and 2 for Bachelors Courses with a Year or Semester Abroad, on Placement<sup>1</sup> or with a Year in Industry) details the criteria to be used and some threshold marks to be achieved by students to progress on these courses. It is proposed that these thresholds are removed in 2019/20.

The amended regulation for use in 2019/20 only is as follows:

### 12.8 Stage Assessment for Stages 1 and 2 for Bachelors Courses with a Year or Semester Abroad, on Placement<sup>1</sup> or with a Year in Industry

12.8.1 The Board of Examiners shall confirm that a student has satisfactorily completed the Stage where the student has passed all modules and achieved a passing mark, or requirement of the placement provider, for the Stage in question.

12.8.1 The Board of Examiners shall confirm that a student has satisfactorily completed the Stage where the student has passed all modules and achieved a passing mark, or requirement of the placement provider, for the Stage in question.

12.8.2 The progression requirement in Stage 1 for students on a Bachelors course with a Year Abroad shall be either at the first attempt or after reassessment.

12.8.3 The progression requirement in Stage 2 for students on a Bachelors course with a Year Abroad shall be at the first attempt. Students who are referred to reassessment shall not be permitted to undertake a year abroad. Students who are eligible for compensation and meet the progression requirement at the first attempt with the compensated mark may proceed to the year abroad.

12.8.4 The progression requirement in Stage 1 for students intending to take a Semester Abroad in Stage 2 shall be obtained at the first attempt. Students referred to reassessment shall not be permitted to undertake a Semester Abroad. Students who are eligible for compensation and meet the progression requirement at the first attempt with the compensated mark may undertake the Semester Abroad.

12.8.5 Where a student has not completed the Stage satisfactorily as specified above, the Board shall:

- (a) firstly consider the recommendations of the Extenuating Circumstances Panel in deciding whether a student may remain on the course;
- (b) where there are no factors to be taken into consideration determine whether the student can be offered the opportunity to transfer to an alternative Bachelors degree course for which the requirements have been met;
- (c) where a student has failed a module, offer the student the option of reassessment in any failed module in accordance with Regulation 12.5.

12.8.6 The Board of Examiners may not offer the option of reassessment where a student has passed a module but has not met the higher progression threshold to continue on a Bachelors degree programme with a Year Abroad, on placement or in Industry, or the option of a Semester Abroad.

12.8.7 This Regulation, requiring a higher threshold for progression, does not apply to four year language and translation studies courses with an integral year abroad, including the BA International Relations with a Modern Language.

#### 1.2 Regulation 14: Stage Reassessment Board

The regulations around provisional progression need updating to reflect the new compensation requirements.

#### 14.4 Consideration of extenuating circumstances at the Reassessment Board

14.4.1 Where a student has been granted a Delayed Assessment, in accordance with the Extenuating Circumstances Regulations, the Board of Examiners shall:

- (a) for a student in Stages 0, 1 or 2 who has met the required conditions, confirm provisional progression, pending passing the outstanding Delayed Assessment(s) or reassessment(s) in no more than two modules with a credit rating of no more than 40 credits in total, by the October deadline published by the Learning and Teaching Service;
- (b) for any other student, require the student to interrupt their studies and return to undergo the Delayed Assessment at the next available opportunity.

#### 1.3 Regulation 15.1: Final Stage Assessment Board

The rules around compensation for finalists are detailed in BIM regulation 15.1 which reads as follows:

15.1 The Board of Examiners shall confirm that a student has satisfactorily completed the Final Stage where the student has achieved the following:

- (a) at least the pass mark for numerically-marked modules including individual components of modules and/or individual sections within examinations where required and stipulated by a PSRB.;
- (b) a Pass, Merit or Distinction where appropriate and available, in modules assessed as Pass/Fail;
- (c) any additional requirement/s for the Stage as specified by a PSRB..
- (d) eligibility for compensation in one failed module, where **all** of the following are met:

- i. The student has an overall stage aggregate equal to or above the pass mark for the stage;
- ii. The student has failed only one module, of no more than 30 credits;
- iii. The failed module is not designated as Core.

15.1.1 Final-year students who are eligible for compensation will be awarded a compensated pass in the failed module and their award classification will be based on the marks obtained; they may opt to take reassessment instead of the compensation by applying to the Learning and Teaching Service by the published deadline. Such students will be permitted to attend Graduation and have their degree conferred but will receive their degree parchment at the conclusion of their reassessment.

15.1.2 Final-year students who are eligible for compensation in a module for which they have obtained a Delayed Assessment or who have an outstanding approved extension, will be considered as having completed their degree and will be awarded the compensation for that module. They can opt to take the Delayed Assessment at Reassessment rather than taking the compensation by applying to the Learning and Teaching Service by the published deadline.

The amended regulation for finalists in 2019/20 only is as follows:

#### 15.1 Final Stage Assessment Board

The Board of Examiners shall confirm that a student has satisfactorily completed the Final Stage where the student has achieved the following:

- (a) at least the pass mark for numerically-marked modules including individual components of modules and/or individual sections within examinations where required and stipulated by a PSRB.;
- (b) a Pass, Merit or Distinction where appropriate and available, in modules assessed as Pass/Fail;
- (c) any additional requirement/s for the Stage as specified by a PSRB..
- (d) eligibility for compensation in failed module(s), where **all** of the following are met:



## FOI\_25-225 Appendix A

- i. The student has an overall stage aggregate equal to or above the pass mark for the stage;
- ii. The student has failed no more than 40 credits;
- iii. The failed module(s) are not designated as Core.

15.1.1 Final-year students who are eligible for compensation will be awarded a compensated pass in the failed module(s) and their award classification will be based on the marks obtained; they may opt to take reassessment instead of the compensation by applying to the Learning and Teaching Service by the published deadline. Such students will be permitted to attend Graduation and have their degree conferred but will receive their degree parchment at the conclusion of their reassessment.

15.1.2 Final-year students who are eligible for compensation in a module for which they have obtained a Delayed Assessment or who have an outstanding approved extension, will be considered as having completed their degree and will be awarded the compensation for the module(s). They can opt to take the Delayed Assessment at Reassessment rather than taking the compensation by applying to the Learning and Teaching Service by the published deadline.

### 1.4. Amendments to Regulation 15.3 Degree classification

1.4.1. Regulation 15.3 sets out how degrees should be classified using Stage aggregate marks for each year contributing to the final award mark and taking credit weightings into account and gives the percentage weighting each contributing year should make to the final award mark. It also sets out what information should be made available to the Board of examiners and how marks around degree classification boundaries should be considered.

There are three areas of change:

- a) Boards of Examiners will consider the performance in each item of assessment for all finalists so that particular consideration can be given to a student's performance in assessment completed prior to 15th March 2020.
- b) A safety net is introduced to ensure that a student's final year performance in 2019/20 cannot reduce their final award mark below that of their performance in the preceding contributing year.
- c) A further safety net is introduced for students for whom 2019/20 is a contributing year to their final award

1.4.2. Regulation 15.3.1 (c) is amended to include the following steps in calculating the final award mark

For final year students on standard undergraduate courses in 2019/20 the final award mark would be calculated as follows:

$$\text{Final award mark (\%)} = (A \times B) + (C \times D)^*$$

where

A = credit weighted aggregate mark for Stage 2

B = Stage weighting applied to Stage 2

C = credit weighted aggregate mark for Stage 3

D = Stage weighting for Stage 3

#### \*If A > C then substitute A in place of C in the calculation

For final year students on Integrated masters courses in 2019/20 the final award mark would be calculated as follows:

$$\text{Final award mark (\%)} = (A \times B) + (C \times D) + (E \times F)^*$$

where

A = credit weighted aggregate mark for Stage 2

B = Stage weighting applied to Stage 2

C = credit weighted aggregate mark for Stage 3

D = Stage weighting for Stage 3

E = credit weighted aggregate mark for stage 4

F = Stage weighting for Stage 4

#### \*If C > E then substitute C in place of E in the calculation

For undergraduate students for whom 2019/20 is a year of study which contributes towards their final award mark:

$$\text{Final award mark (\%)} = (A \times B) + (C \times D)^*$$

where

A = credit weighted aggregate mark for Stage 2

B = Stage weighting applied to Stage 2

C = credit weighted aggregate mark for Stage 3

D = Stage weighting for Stage 3

#### \*If C > A then substitute C in place of A in the calculation

For students on Integrated masters courses for whom 2019/20 is a year of study which contributes towards their final award mark the calculation would be:

$$\text{Final award mark (\%)} = (A \times B) + (C \times D) + (E \times F)^*$$

where

A = credit weighted aggregate mark for Stage 2

B = Stage weighting applied to Stage 2

C = credit weighted aggregate mark for Stage 3

D = Stage weighting for Stage 3

E = credit weighted aggregate mark for stage 4

F = Stage weighting for Stage 4

**\*If Stage 2 was 2019/20 and if C > A then use C in place of A in the calculation**

**\*If Stage 3 was 2019/20 and if E > C then use E in place of C in the calculation**

1.4.3 Regulation 15.3.4 is amended to include a reference to the performance of students in assessment completed prior to 15th March 2020. With undergraduate courses assessed over two, or three counting years, giving Boards of Examiners additional discretion within the 2% zone of consideration is considered necessary and appropriate.

15.3.4 With respect to Final Classification, the Board of Examiners shall consider the recommendations of the Extenuating Circumstances Panel and shall have **additional discretion** to consider students **outside** the 2% borderlines and giving particular attention to the performance of students prior to 15th March 2020.

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## 2. AMENDMENTS TO THE COMMON MASTERS FRAMEWORK REGULATIONS

Regulation 17 details the consideration to be given when making recommendations of masters awards with merit and distinction. As most taught postgraduate course are studied over one year (180 credits) the impact of the disruption will be significant. It is proposed that the following wording be **added to Regulation 17.4.2 and 17.4.3:**

When considering the performance of students studying in 2019/20 Boards of Examiners shall have **additional discretion** to consider students **outside** of the 2% borderlines and pay particular attention to the performance of students prior to 15th March 2020.

## Ensuring Fairness In Online Assessments



With the assessment and exam period under way, we would like to take this opportunity to reassure all students that we are using a range of tools and approaches to make sure marks are awarded fairly. These tools include:

- The screening of all exam answers through software to check for similarity to both other student's work and internet and academic sources. Students should ensure any sources used are acknowledged.
- We will be using the University's Plagiarism and Collusion Policy to on both exam answers and coursework. This means exam answers and coursework can also be checked through Turnitin and by software which can confirm authorship.
- If cheating is suspected, the marker can ask a student to re-explain their answers in an online meeting as part of a plagiarism investigation.

We know that students support the fair award of marks, and hope that sharing this information will be reassuring.

Students can also find useful information and resources around referencing and plagiarism [here](#).

## ASSESSMENT ADJUSTMENTS FAQs



## FAQs updated 08.04.2020

Please refer to the University's assessment guidance, which includes information on adjustments for examination.

**I need time to get used to a different way of working**

Getting used to a change in the way we work always takes time. The following steps may help:

- 1) Make sure you have the [equipment and assistive technology](#) you need
- 2) Make sure you know how it works well in advance of the exam, so you feel confident on the day
- 3) Do a trial run in advance so you know how you may feel, and what issues there might be
- 4) If you have read the FAQs below and still feel unsure, please do contact [disability@uea.ac.uk](mailto:disability@uea.ac.uk) and someone will contact you.

**I have rest breaks and extra time set up for my exams. How do I incorporate this during the exam?**

The University's plan is for online assessments during the exam period to be taken in an open format and within an extended time period of 23 or 24 hours to enable all students enough time to complete it. You will be told how long the exam is expected to take (for example 2 hours), when the questions will be released and the deadline to submit your answers. You can complete your exam at any time within the 23 or 24 hour window and you can build in rest breaks and take longer than the expected time to complete your exam. You don't need to show evidence of when you started and ended your exam and you don't need to record when you took rest breaks. However, ALL students must stick within the given word limits, or risk penalties.

**I have invigilator prompts such as timing or focus reminders**

You can set a number of alarms to help you notice the passing of time and to remind you of where you are in the exam. These could be set every 10 mins or so, to bring your attention back to the exam. It is not appropriate to have another person in your household to act as a prompt for you.

**I usually have my exam paper printed on coloured paper/ larger font**

You can print out your exam paper if you wish. However, you can also amend the settings on your computer to view your document with a different background colour. You can also amend font size. There are a number of ways to do this, depending on your computer. Please refer to the following website to search for specific guidance: <https://mcmw.abilitynet.org.uk/impairment/vision>.

**I find it difficult to read on screen**

You can print out your exam paper if you wish. Alternatively see the information on page 3 about utilising Text to Speech software, so your exam paper can be read to you. Please also note that you can download your exam paper in alternative formats using Blackboard Ally. More information about Blackboard Ally is available online at <https://my.uea.ac.uk/divisions/it-and-computing-services/learning-technology/technologies/blackboard-ally>

**I usually have a scribe and/ or a reader in an exam**

Assistive software can read text out to you to take the place of a scribe (i.e. Text to Speech, Screen Readers). Assistive software can also be used so you can dictate words to your computer (i.e. Speech to Text). You may already have Speech to Text, Text to Speech or a Screen Reader software on your computer. These may be in-built features specific to your computer, software you have been recommended via a DSA Needs assessment (e.g. Text Help Read and Write Gold, Claro Read & Dragon Naturally Speaking) or equivalent programmes you have found yourself.

You can use these in your exam without seeking additional permission. It is not appropriate to have another person in your household to act as a reader or scribe for you.

**I have assistive technology software on my computer but I am out of practice in using it**

If your software was recommended through DSA, you will have been allocated a number of training sessions to familiarize yourself with the software. You can check with the assistive technology training provider (detailed on your DSA2 letter) whether you have any training hours left to use on a refresher session. If you have used all of the recommended assistive technology training hours, you can email your needs assessor and ask if they can recommend refresher training sessions.

There are a number of free online tutorials you can search for online.

SpLD tutors in Learning Enhancement (Student Services) may be able to offer some assistance with assistive technology programmes. Please email [disability@uea.ac.uk](mailto:disability@uea.ac.uk) in the first instance so we can establish whether we can help.

**How will I know whether the exam paper format is compatible with my assistive technology?**

As many exam papers as possible will be produced in Word and will be formatted with headers and alt text on images/diagrams/graphs etc to make them compatible with Blackboard Ally and other screen reader software. Some exam papers may have to be in PDF because of the software they're produced on. These should work with the majority of assistive technology programmes. Some papers may need to be produced in other formats.

If you are unsure of the format that the exam paper will be in please check with your Course or Module Organiser. Once you know what format the paper will be in you can check in advance that it is compatible with your software. If you are having difficulty with this, please email [disability@uea.ac.uk](mailto:disability@uea.ac.uk).

**I have never used assistive technology for Speech to Text, or Text to Speech. What are the options?**

Blackboard Ally allows you to download documents in alternative formats. Please refer to the guidance online: <https://my.uea.ac.uk/divisions/it-and-computing-services/learning-technology/technologies/blackboard-ally>

Free Screen readers and Speech to Text add-ons: your computer may have inbuilt features for Text to Speech and Speech to Text.

## FOI\_25-225 Appendix A

Visit <https://mcmw.abilitynet.org.uk/impairment/make-your-device-talk-to-you> for advice on Text to Speech functions specific to your computer.

Visit <https://mcmw.abilitynet.org.uk/impairment/talking-to-your-device> for advice on Speech to Text functions specific to your computer.

Microsoft Word has in-built Text to Speech and Speech to Text functions. Google Chrome Screen Reader & Google Drive Voice have similar functions. These should be free to access. Please see below for further guidance and please note that other equivalent free software is available.

### Text to Speech using the Google Chrome Reader add on

- Open Google Chrome as your internet browser
- Go to the Google Chrome Web Store (<https://chrome.google.com/webstore/category/extensions>)
- Search using key words 'Read Aloud' and select the 'Read Aloud: A Text to Speech Voice Reader'
- Click Add to Chrome, Add Extension
- Here is a brief YouTube video on using the function and adding the reader:  
<https://www.youtube.com/watch?v=uJ6VYd99Jg>
- You should now see a megaphone icon on the top right corner of the Chrome Browser
- Here is a link to a video on how to use the Read Aloud function:  
<https://chrome.google.com/webstore/detail/read-aloud-a-text-to-speech/hdhdnadafejdghmfkgnolgimiapl?hl=en>

### Speech to Text using Google Drive

- You will need to use Google Chrome as your internet browser
- You will also need to set up a Google account and open Google Drive: <https://www.google.com/drive/>
- Open Google Drive
- Open a document you want to work on in Google Drive
- Click on Tools and select Voice Typing
- Click on the Microphone icon and it will type what you dictate

### Speech to Text and Text to Speech within Microsoft Word

Depending on what version of Microsoft Word you are using, you may have access to the in-built Speech to Text and Text to Speech functions. These may not work on older versions of Word. The information below includes links to guides on how to utilise these features using the latest versions of Word through Office 365. If you are experiencing difficulties please contact [disability@uea.ac.uk](mailto:disability@uea.ac.uk) for further support.

Please note you can access your UEA subscription to Office 365 through the UEA Office 365 Portal page: <https://my.uea.ac.uk/divisions/it-and-computing-services/service-catalogue/user-devices-and-office-services/office-365>

- Speech to Text in Word for Office 365 - <https://support.office.com/en-gb/article/dictate-your-documents-in-word-3876e05f-3fcc-418f-b8ab-db7ce0d11d3c?redirectSourcePath=%252fen-gb%252farticle%252fdictate-your-documents-d4fd296e-8f15-4168-afec-1f95b13a6408&ui=en-US&rs=en-GB&ad=GB#Tab=Web>
- Text to Speech in Word for Office 365, Word 2019, 2016, 2010 - <https://support.office.com/en-gb/article/use-the-speak-text-to-speech-feature-to-read-text-aloud-459e7704-a76d-4fe2-ab48-189d6b83333c>
- Text to Speech in Word for Office 365 using Read Aloud - <https://support.microsoft.com/en-us/office/listen-to-your-word-documents-with-read-aloud-967a1533-4ba3-4e84-8ddc-132b1564434f>

## **Learning and Teaching Guidance 19/20 – Blackboard**

<https://my.uea.ac.uk/divisions/admissions-recruitment-marketing/communications/covid-19-information-and-guidance/learning-and-teaching-advice/blackboard>

# **BLACKBOARD**

I am worried about online access in my home country because of national firewalls. Will I still be able to access my studies and submit my work?

You should be able to access Blackboard wherever you are in the world. So long as you have an internet connection, this means Norwich, Beijing and everywhere else. National firewalls can change, but we will always try to find workarounds that support your access. [Read about known issues for non-UK locations](#) and what you can do to minimise issues for your studies.

## **INTERNATIONAL ACCESS FOR REMOTE TEACHING**

### **Box annotations**

Blackboard uses a third party tool called Box to allow markers to annotate digital scripts like essays or documents. Script annotations are just one of the ways that markers can give you feedback; markers may also give you overall feedback on your work, use an interactive rubric or attach another kind of feedback form. We know that Box is currently unavailable in Republic of China,

If you are worried that you will not be able to access script annotations, we recommend that you write 'Please do not annotate script' in the comments box when you submit your work, or at the top of your document.

If Box is unavailable, you will also not be able to view the file that you have submitted on the screen as you are used to in the UK. We understand that this is concerning because you will not get the usual visual reassurance. However you can always view the file that you have submitted by downloading it to check.

If at this point you realise that you have made a mistake, you can resubmit a second one if that is permitted for your assessment, or you can ask to have the incorrect submission cleared.

### **Collaborate webinars**

Collaborate is a great way for groups to continue to meet up if they can't get to the same location. Collaborate is available in RoC and everywhere else in the world as far as we know.

### **Collaborate browsers**

Collaborate requires a modern web browser with WebRTC support. Make sure that you give Collaborate access to your microphone and video even if you do not plan to share either. We usually recommend that users use Google Chrome for participating in Collaborate webinars, but if Chrome is not available to you, we would recommend the use of Firefox. Full list of Collaborate supported browsers.

Collaborate webinars do require a good internet connection, but Collaborate monitors and adjusts to your connection speed, which means you should be able to participate even if your connection or network is slow. If you're worried about your connection or network, make sure that you only participate using a hard-wired connection and avoid sharing video. We also recommend that you remind your lecturers to record any webinars so that you can watch afterwards if you have issues. Lecturers will also be able to upload slides and notes to Blackboard for you. [Further information on best practice for best experience.](#)



## **Learning and Teaching Guidance 19/20 – Learning**

<https://my.uea.ac.uk/divisions/admissions-recruitment-marketing/communications/covid-19-information-and-guidance/learning-and-teaching-advice/learning>

# LEARNING

The Reassessment Period will now be 17-28 August 2020. This is a change to the originally published dates as a result of the ongoing COVID-19 situation.

### **How will my course be delivered?**

This will depend on what course you are studying and you will receive communications directly from your School.

For most standard undergraduate and Masters courses all teaching and assessment will happen on-line using Blackboard between now and the end of the academic year to enable you to complete your course or progress to your next year of study.

If you are on a course regulated by a professional or statutory body such as the GMC, NMC, HCPC or GPC there might be some variation to this so we can ensure your course continues to satisfy professional requirements. Your School will contact you about arrangements for placements, assessments and how teaching will be delivered.

If your studies or course commenced at a time other than September 2019 this academic year, for example, January 2020, there might also be some variation and your School will contact you about how we will enable you to complete the course/this year of study.

### **I am worried about online access in my home country because of national firewalls; will I still be able to access my studies and still be able to submit my work?**

You should be able to access Blackboard wherever you are in the world. So long as you have an internet connection, this means Norwich, Beijing and everywhere else. National firewalls can change, but we will always try to find workarounds that support your access. [Read more about known issues for non-UK locations](#), and what you can do to minimise issues for your studies.

### **I'm a undergraduate finalist and my final year marks so far have been really good - will they still be considered?**

Your marks for your final year will count as we consider not only your final award mark but also the profile of credits achieved across your degree and so it is important that you carry on and complete your remaining assessments. In addition to the 'safety net', we will also make sure that School Exam Boards have the discretion to consider carefully the pattern of marks during the final year. This will enable School Exam Boards to identify where there looks to have been a detrimental impact as a result of the COVID-19 situation which can be taken into due consideration in degree classifications. For more information on the 'safety net', please see our [Information for Undergraduates page](#).

### **I'm a postgraduate student on a taught course and I would like to suspend my studies?**

We know that undertaking a Masters course is often an intense experience in normal times and the current restrictions in place make the completion of your studies difficult and complex. Our aim is to put arrangements in place to help you study, learn and complete your course. However, we know that the impact of the Covid-19 pandemic will be so severe that some students will be unable to complete their course this year. In such circumstances it is possible to interrupt your studies. As each course varies in structure each request would be considered on a case by case basis. Ideally, we would like to support you to complete modules that have already been started, so the break in studies is clean. This has two benefits, you will have successfully completed a number of modules and achieved a certain number of credits and secondly, on your return it is easier to start afresh on new modules. Students with Tier 4 visas should also consider the impact a potential break in studies may have on their visas and advice is available on this from Student Services.

If you interrupt before 28th April 2020 you will only be liable for 50% of fees this year. On your return your fees will be 50% of the fee liable for your course in 2020/21. Please note that tuition fees increase annually for all students. The fee increase for continuing students will be limited to 4% or the % increase of the UK Government regulated Home fee. Information on fees can be found on the following webpages:

[Fee Liability Cut-Off Dates](#)

[Tuition Fees](#)

### **I'm an undergraduate student and I'm not sure I will be able to complete my studies this year?**

We are doing everything we can to put measures in place to ensure you can complete your studies this year and progress. For the few remaining weeks of the academic year we will be delivering your course via Blackboard. You should have heard from your School about the planned changes in assessment and probably not everything that was planned on your modules is now taking place. Some assessments have been cancelled if the learning outcomes have already been demonstrated for example. We have put in place extensions to deadlines, and where assessments cannot be taken when planned, another first attempt opportunity. Other measures can be found in our [10 point plan](#). If, even with all these measures in place, you still have concerns about your ability to study and undertake assessment please contact your Academic Adviser. We suggest that you work through your revised assessment schedule with them and discuss a strategic approach as to what you can complete at first attempt or as a delayed assessment. Interruptions to study are possible but there are significant downsides to this and so before we consider this as an option we would like to work with you so we can help and support you to complete this year, so you can progress with your studies.

### **Guidance for students planning on taking a Year or Semester Abroad**

The University will relax the thresholds for your course, this year only, such that you can progress to your next year of study and go abroad providing you have a passing mark for the year, including with compensation. Whilst we can relax our requirements we know that our partner universities abroad are taking a variety of different approaches and some may still require a higher year mark than this. You are advised to attempt all assessment and to do the best you can to keep open as many options as possible.

Please contact UEA Study Abroad if you have concerns about your intended host university next year.

### **Guidance for students on Integrated Master degrees**

The University will relax the thresholds for your course, this year only, such that you can progress to your next year of study providing you have a passing mark for the year, including with compensation.



## **Learning and Teaching Guidance 19/20 – Learning**

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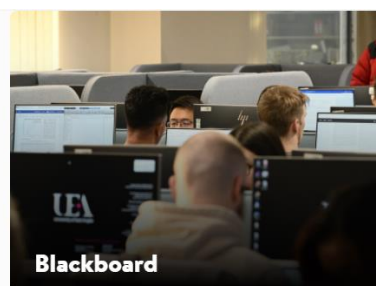
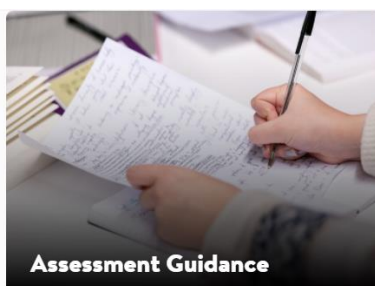
## **Learning and Teaching Guidance – 19/20**

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# **ADVICE FOR UNDERGRADUATE AND POSTGRADUATE TAUGHT STUDENTS**

- There have been [changes made to some regulations](#) due to the COVID-19 pandemic.
- Read important information relating to [Postgraduate Student Assessment](#).
- Read important information relating to [Undergraduate Student Assessment](#).
- International students can find useful information and updates from the Student Life team on their webpages.
- The Reassessment Period will now be 17-28 August 2020. This is a change to the originally published dates as a result of the ongoing COVID-19 situation.

[Student FAQs](#)



**Message for all Staff and Students from UEA Vice Chancellor David Richardson – 13.03.2020**

Dear Students and Staff,

As a community, we are facing a rapidly changing situation regarding the COVID-19 coronavirus outbreak. We are aware of some students and staff who are self-isolating; please be assured that we are providing every possible support to them.

Please take a moment to read through the summary below of messages that have been issued today:

- The University remains open
- As a precautionary measure from Monday 16 March until Sunday 19 April all teaching will be delivered via Blackboard. We are working on additional features and more details of these can be found at the [remote learning](#) site.
- Some examinations and course tests will still take place. Emails are being sent to students on a module by module basis regarding the arrangements.
- Coursework deadlines remain unchanged and we expect students to submit coursework as planned.
- Research laboratories remain open as normal.
- We will be supporting students through Student Services as usual
- UEA has taken the decision to cancel or postpone public events until after the University's Easter break. This means that all events programmed up to Sunday 19 April will not now take place. This includes events both on and off the UEA campus.

As announced last night, the UK government have moved into the 'delay' phase of their [COVID-19 action plan](#). This means that the advice around self-isolation has changed and that testing will only be carried out for people in hospital. If you have symptoms of coronavirus, however mild, you should stay at home for 7 days.

The symptoms are either:

- A high temperature
- A new continuous cough

**Do not go to a GP surgery, pharmacy or hospital.** You do not need to contact 111 to tell them you're staying at home. Read the NHS advice about [staying at home](#). For students who are self-isolating please contact [Student Services](#) and further support will be provided.

**Staff absence linked to COVID-19**

We wish to support all members of staff who may be absent from work due to COVID-19, either:

- As a result of a positive COVID-19 diagnosis [there have been none as yet];
- Whilst they are self-isolating in line with Public Health England guidance; or
- If they are caring for a dependant who falls into either of these categories. In this case we confirm that staff may take the time that is required to meet these commitments and the normal limit of five days dependants leave will not apply.
- If staff have underlying health conditions that place them at greater risk from COVID-19 then they should where possible work from home. If they are unable to work from home but need to remain absent from work during the current time then they should declare this as sickness absence and use the COVID-19 self-certification absence category.
- If you live with people who are self-isolating please read the NHS advice about [staying at home](#) (link above). If you are in any doubt, please contact 111 before returning to work.
- In all circumstances, please keep your line manager informed.

### **Advice for Staff Supporting Dependants**

We would encourage those who are supporting dependants to share the leave wherever possible with others and also consider the extent to which it may be possible to undertake work from home during this period, subject to your role enabling this to be possible.

### **Staff (and PGR students) travel advice**

- No work-related international travel should be undertaken by any UEA staff member effective immediately **13 March until 19 April 2020**.
- All international visits to UEA should be postponed until a later date, once the COVID-19 situation has abated.
- We advise all staff to limit their work-related national travel and meetings as much as possible and not to make unnecessary visits. Please consider joining meetings via video or teleconferencing where practical.

All relevant public health information, including guidance from the Government and the NHS is available here <https://www.uea.ac.uk/about/media-room/latest-news/statements/covid-19-advice>

This website also contains [FAQs](#) around self-isolation, as well as specific FAQs for [students](#), [staff](#) and [Study Abroad](#). If you have a specific query that isn't covered in the FAQs, please email [info@uea.ac.uk](mailto:info@uea.ac.uk) and we will look to either update the website FAQs or reply to you.

Thank you for your ongoing support in this unprecedented situation.

**David Richardson**  
**Vice-Chancellor**

## **Message to all taught students – Update on University COVID-19 guidance**

Dear students,

Following the email on Tuesday 22 February regarding the Government ending COVID-19 restrictions in England, I would like to update you on the University's revised guidance.

Firstly, I want to begin by thanking all students for your resilience and the support you have all given each other during such a testing time. The pandemic has affected all of us in different ways. As we move into a period where we collectively adapt to living with the virus, we hope everyone at UEA will continue to show that same support and respect for each other.

In response to the [Government's announcement](#) on Monday 21 February, please read the latest UEA guidance below. A full summary of the revised guidance can also be found on [My UEA](#).

### **Self-Isolation**

Although the legal requirement to self-isolate if you test positive for COVID-19 will be removed from Thursday 24 February, the University strongly recommends anyone who tests positive should stay at home or in their UEA accommodation if living on campus, and not come on to campus for at least 5 days after a positive test. This is in line with Government guidance.

If you have a negative test result but are feeling unwell, we ask you to be considerate to others and exercise personal responsibility about coming on to campus.

Anyone displaying [COVID-19 symptoms](#) is also strongly advised to stay at home and not to come on to campus for 5 days from the beginning of symptoms. Please contact your module organiser or academic adviser if this means you cannot attend any in-person teaching.

### **Face coverings**

Face coverings will no longer be required in University buildings, but we know some staff and students may wish to continue to wear them. Please be respectful of an individual's choice on this matter.

Staff and students operating in other professional environments (including the NHS) must follow the face covering guidance for those settings.

### **Cleaning, sanitisation and preventative measures**

You are encouraged to continue to use hand sanitiser and wipes in shared spaces around campus. Perspex screens in reception areas (or elsewhere where they have been specifically requested) will remain in place until after Easter. Good ventilation remains important, and windows should be opened where possible.

The University will continue with enhanced touch point cleaning routines across campus.

### **Testing and reporting**

The Government has announced they have removed the guidance for staff and students in higher education settings to undertake twice weekly testing from Monday 21 February. While free testing kits will be harder to come by, we would encourage those who have access to test kits to continue testing regularly and to stay at home for 5 days if you test positive.

Government regulations also stipulate that the University will no longer be able to distribute lateral flow test kits on campus. For the latest information on ordering lateral flow tests, please visit the [Government website](#).

From Thursday 24 February, you will no longer be required to inform the University if you have tested positive for COVID-19 or are self-isolating.

### **Vaccinations**

Vaccination remains a vital part of reducing transmission, so we continue to encourage all students and staff to get fully vaccinated. [COVID-19 vaccinations will be available on campus](#) on Monday 7 March, inside the LCR from 10am until 5pm for first, second and booster jabs, and no booking is required.

### **Teaching and Assessment**

In-person teaching will continue to go ahead this semester as planned. If you have any questions about your timetable, modules or assessments, please contact the [Student Information Zone](#) either in-person or by [email](#) or [live chat](#).

### **Face-to-face data collection with human participants**

Staff and students can resume face-to-face data collection with human participants without the requirement for COVID-19 risk assessments from Thursday 24 February. Remote options should also be considered for those that cannot or do not want to participate face-to-face.

### **Who can I talk to if I have concerns?**

Your health, wellbeing and safety remains our top priority and we recognise that the lifting of COVID-19 restrictions will be a significant change for everyone after the last two years. If you do have any concerns, please do get in touch with:

- [UEA Student Services](#) for wellbeing and mental health support, finance, student life, study and disability support
- [Health Assured](#) for 24/7 health and wellbeing support – call on **0800 028 0199**
- [advice\(su\)](#), who are separate to the University and provide a fully independent, impartial and confidential advice service
- Your academic adviser for any concerns related to your course or academic work

Alternatively, you can submit feedback anonymously to the University via the [We're Listening platform](#).

Thank you for everything that you are doing and continue to do in support of our UEA community.

Yours,

David

Professor David Richardson  
Vice-Chancellor and President



**17.03.2020**

**Message for All Undergraduate and Taught Postgraduate Students – Exams and Assessments**

We are aware that some of you have been asking about the necessity to remain on campus, and whether you can return home. Teaching is now being delivered online through Blackboard and work is continuing to support all our students in progressing in their studies.

Please feel free to return home if this is your preference and you are able to. Please continue to participate in learning activities online through Blackboard.

All summative assessment, including examinations, will be carried out online through Blackboard as far as possible so there is now no need for undergraduate and taught postgraduate students to remain on campus for the examination period in May – June for the remainder of this academic year.

We will be providing further details as soon as possible, about how online assessments will operate. We will be in contact with International Students on Tier 4 Visas shortly with further details.

If you have any queries regarding this announcement please contact [LTS Administration](#). We will be issuing further details and answers to frequently asked questions later today so please check the [Student FAQs](#).

Best wishes,  
Neil Ward  
PVC Academic and Deputy Vice-Chancellor



### **University Facilities, Services and Support over Easter weekend (Thursday 9 – Tuesday 14 April)**

With the Easter weekend approaching, we wanted to give all students an update on the range of services and support available to you during this time, whether on campus or remotely. Some services may be running with reduced hours or may be closed for a couple of days due to the bank holidays, but essential services on campus will continue to operate to ensure that students remain supported during this time.

#### **Student Services**

Student Services' team of Residential Life Managers will continue to provide support to students in University accommodation over the Easter weekend – you can contact them by phone on 07795591386 or by email ([residentiallife.managers@uea.ac.uk](mailto:residentiallife.managers@uea.ac.uk)). The Residential Life Managers can also contact senior staff in Student Services if needed to ensure that vulnerable students are appropriately supported over the Easter closure. Students can also access support on a range of issues - from financial advice to wellbeing support - through the online [Health Assured portal](#) and app (Username - **UEA**, Password - **students**) and 24/7 telephone helpline (0800 030 5182). Student Services will be continuing to provide a full range of support to students after the Easter closure while Covid-19 restrictions remain in place, and can work with you by telephone, video chat or email - to access support, please see their [Self-Referral information](#) on the Portal.

**Shop(su)** - Shop(su) remains open over the Easter weekend:

Monday – Friday: 9am-5pm

Saturday – Sunday: 10am-3pm

Please note that the shop is encouraging cashless payments where possible and are observing social distancing measures, as per the recommended distance markers on the floor.

**UEA Security** - UEA Security will be providing security cover as normal (24 hours a day) over the Easter period. You can contact Security on 01603 592352 for general enquiries, or on 01603 592222 in an emergency. The security email account ([security@uea.ac.uk](mailto:security@uea.ac.uk)) is also constantly monitored.

**UEA Library** - Please note that the remote Library Helpdesk ([lib.helpdesk@uea.ac.uk](mailto:lib.helpdesk@uea.ac.uk)) will be closed from Friday 10th April to Monday 13 April, reopening at 9am on Tuesday 14th April.

The UEA Library Building may be currently closed due to government measures, but don't forget that the [UEA Digital Library](#) is accessible 24/7 and is being regularly updated with new online resources, e-books and journals. To find out more about access to Library services during this time, please see their [FAQs](#).

**UEA Study Abroad** - For any general enquiries over the Easter weekend, please email [studyabroad@uea.ac.uk](mailto:studyabroad@uea.ac.uk), [visiting.uea@uea.ac.uk](mailto:visiting.uea@uea.ac.uk), [studyabroad.partnerships@uea.ac.uk](mailto:studyabroad.partnerships@uea.ac.uk) or [erasmus@uea.ac.uk](mailto:erasmus@uea.ac.uk) depending on the nature of your enquiry - these mailboxes and the voicemail (+441603 591871) will be checked between Thursday 9 and Tuesday 14 April during 09:00-17:00 (GMT). In an **emergency**, please contact UEA Security on +44 1603 592222 and they will be able to contact the appropriate member of staff for you.

**University Postal Service** - The University Postal Service will close on Thursday 9 April for the Easter holiday and reopen on Wednesday 15 April. They have recently posted an update on how their services are operating during this time - please see the [Estates Portal](#) for more information.

**Estates Helpdesk** - The Estates Helpdesk will be closed Thursday 9 to Tuesday 14 April (inclusive), but emergency maintenance will be via Security if people contact 01603 592121.

**IT Helpdesk** - The IT Service Desk will close for Easter on Wednesday 8th April at 4pm, re-opening at 10am on Wednesday 15th April. You will find useful information on the IT [Remote Working](#) page which contains answers to the most commonly asked questions, however you can also raise queries during this time by emailing [IT.ServiceDesk@uea.ac.uk](mailto:IT.ServiceDesk@uea.ac.uk), calling 01603 592345 and leaving a message, or using the [self-service portal](#). IT will also be monitoring our critical systems as normal and operates an out of hours service that responds to critical issues.

If you have concerns that your device has been breached and UEA personal data is at continuing risk of being compromised please email [dataprotection@uea.ac.uk](mailto:dataprotection@uea.ac.uk) or contact Ellen Paterson or Mark Barry via Teams. If in any doubt please stop using your device and report the issue so it can be picked up at the earliest opportunity.

**HSC/MED Students on Extended Placements** - If you're a HSC/MED student on an extended placement over the Easter weekend, you will be contacted shortly with information of contact details should you need support during this period.

The Government recently [Monday 21 February] announced that all COVID-19 restrictions in England would soon be lifted – you can find the full guidance on their [website](#).

Please read the guidance below to see how this will affect UEA staff and students.

### **Self-isolation**

Although the legal requirement to self-isolate if you test positive for COVID-19 will be removed from Thursday 24 February, the University strongly recommends that anyone who tests positive stays at home and does not come on to campus for at least five days after a positive test. If you're a student living on campus, it is recommended that you remain in your accommodation for at least five days after a positive test. This is in line with Government guidance.

If you have any [COVID-19 symptoms](#), you're also strongly advised to stay at home and not to come to campus for five days from your symptoms starting.

If you have a negative test result, but are feeling unwell, we ask you to be considerate to others and exercise personal responsibility about coming on to campus.

Staff – if you are unwell or need to isolate (and unable to work from home), University sick pay will apply.

Students – if you are unwell or need to isolate and might therefore miss in-person teaching, please contact your module organiser or academic adviser.

### **Face coverings**

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From Thursday 24 February, you will no longer be required to inform the University if you have tested positive for COVID-19 or are self-isolating. If you're a member of staff or a postgraduate researcher, please bear in mind that the normal sickness absence procedures continue to apply, and you must contact your manager or postgraduate research supervisor to notify them if you are unable to work or need to isolate.

### **Vaccinations**

Vaccination remains a vital part of reducing transmission, so we continue to encourage all students and staff to get fully vaccinated. [COVID-19 vaccinations will be available on campus](#) on Monday 7 March, inside the LCR from 10am until 5pm for first, second and booster jabs, and no booking is required.

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In-person teaching will continue to go ahead this semester as planned. If students have any questions about their timetable, modules or assessments, please contact the [Student Information Zone](#) either in-person or by [email](#) or [live chat](#).

### **Face-to-face data collection with human participants**

Staff and students can resume face-to-face data collection with human participants without the requirement for detailed risk assessments from Thursday 24 February. Remote options should also be considered for those that cannot or do not want to participate face-to-face.

### **What should I do if I have concerns?**

Your health, wellbeing and safety remains our top priority and we recognise that the lifting of COVID-19 restrictions will be a significant change for everyone after the last two years.

Staff and postgraduate researchers - Members of staff or postgraduate researchers who feel particularly concerned about returning to campus, should consult their line manager or supervisory team to agree how to build their confidence over the coming weeks. Managers may like to consider re-introduction days/meetings for team members who have been away for a long time.

Taught students - If you do have any concerns, please do get in touch with:

- [UEA Student Services](#) for wellbeing and mental health support, finance, student life, study and disability support
- [Health Assured](#) for 24/7 health and wellbeing support – call on 0800 028 0199
- [advice\(su\)](#), who are separate to the University and provide a fully independent, impartial and confidential advice service
- Your academic adviser for any concerns related to your course or academic work

Alternatively, you can submit feedback anonymously to the University via the [We're Listening platform](#).

## New Student FAQ updates

### I Have Concerns About Arriving On Campus Or Taking Part In Face To Face Learning Due To My Personal Circumstances, What Can You Do To Support Me?

We have reviewed the scope of flexibility of study options we can provide to students. We will consider, where possible, any requests to start courses in an online only format. It's important to be aware that this option is not possible for every course offered at UEA, for example those with practical and/or practice based elements.

Below is a list of courses where we do require you to start on campus due to the nature of the course content.

Courses
<a href="#">MSc Physician Associate Studies</a>
<a href="#">MSc Finance and Management</a>
<a href="#">MSc Business Management</a>
<a href="#">MSc Data Science</a>
<a href="#">MA Broadcast and Digital Journalism</a>
<a href="#">MSc Physiotherapy</a>
<a href="#">MSc Occupational Therapy</a>
<a href="#">MSc Adult Nursing (Pre-Registration)</a>
<a href="#">MSc Mental Health Nursing (Pre-Registration)</a>

But any new student wishing to explore this option in 2020/2021 should email, [newstudents.remotestudyneed@uea.ac.uk](mailto:newstudents.remotestudyneed@uea.ac.uk).

### I'm Looking To Do A Post Graduate Course, What Are The Start Dates?

All of our Masters programmes have a regular start date in September, however some of our most popular full time programmes also offer a start date in January 2021.

Full Time courses with an intake in January 2021 are:

Courses	Start Date
<a href="#">MSc Physician Associate Studies</a>	5 January 2021 (24 month course)
<a href="#">MSc Finance and Management</a>	1 February 2021 (12 month course)
<a href="#">MSc Business Management</a>	1 February 2021 (12 month course)
<a href="#">MA International Development</a>	1 February 2021 (12 month course)
<a href="#">LLM General Law</a>	1 February 2021 (14 month course)
<a href="#">MA Film, Television &amp; Creative Practice</a>	1 February 2021 (12 month course)
<a href="#">MSc Data Science</a>	1 February 2021 (12 month course)
<a href="#">MA Broadcast and Digital Journalism</a>	1 February 2021 (12 month course)
<a href="#">MSc Physiotherapy</a>	8 February 2021 (24 month course)
<a href="#">MSc Occupational Therapy</a>	8 February 2021 (24 month course)
<a href="#">MSc Adult Nursing (Pre-Registration)</a>	15 February 2021 (24 month course)
<a href="#">MSc Mental Health Nursing (Pre-Registration)</a>	15 February 2021 (24 month course)

Semester dates for our standard courses can be found on our [designated webpage](#).

## **New Student FAQs – 25.05.21 update**

### **What will teaching at UEA look like in September 2021?**

For students commencing studies in September, it is our intention to provide as much face-to-face teaching as possible, making the most of our campus for physical learning and using virtual activity to support this. The exact balance of physical and virtual learning study will depend upon your subject, but everyone will attend classes in person if Government regulation allows.

Our priority is to create a teaching environment that is:

- Safe
- Academically Effective
- Flexible
- Engaging

We will continue to monitor what is a constantly evolving situation and will provide further updates accordingly.

### **Will all campus facilities be open in September 2021?**

Government guidance allowing, we expect the campus to be fully functional ahead of your arrival in September. Current students are returning to campus ahead of the resumption of face-to-face teaching last month. Our campus facilities are opening up with COVID safe measures in place, and the safety of both our staff and our students remain our priority.

### **Will there be a Welcome Week in September 2021?**

Yes! We're looking forward to welcoming you in September, and we're busy planning your Welcome Week with our colleagues in the Students' Union. Welcome Week will start on Monday 20 September for undergraduate students, and there'll be plenty of opportunities for you to make friends, settle into life at UEA and see everything that our vibrant campus and city has to offer. We'll let you know as soon as Welcome Week plans are confirmed.

### **I'm an applicant/offer holder for September 2021 entry and my exams have been cancelled due to the pandemic – will this affect my application?**

We are in regular contact with the Government, UCAS and the exam boards, and we will continue to provide applicants and offer holders with updates. The Education Secretary announced on 06.01.21 that teacher assessed grades will be used to replace cancelled GCSEs and A-Levels in England. For all vocational qualifications (e.g. BTECs, Cambridge Technicals) – where exams have not taken place, there will also be teacher assessed grades.

Please be reassured that we will be taking a flexible approach to our decision making. We know every student has more to offer than just their exam grades. Everyone has interests, skills and ambitions that are not always reflected in subject results. It is for this reason we have always looked beyond results to what each student brings to the wonderful UEA community. We will always take a holistic approach to your application, including your personal statement, previous academic achievements and interviews/auditions for relevant courses. Interviews and auditions will continue virtually.

We are committed to providing a stable admissions process that protects your interests, and we will continue to follow the UCAS deadlines so you can continue to think about the best course choice for you.

We understand that these are difficult circumstances for you, and the [UEA Admissions Service](#) is here to help.



### **What support will be available to me if self-isolation/quarantine rules are still in place in September 2021?**

UEA has been supporting students that have needed to self-isolate or quarantine throughout the pandemic, and will continue to do so if quarantine restrictions are still in place in September 2021.

We currently provide support with:

**Food/shopping** – There a number of options available. Campus Kitchen are currently offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus is offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we can provide support – and if students can't get food for their first night in isolation, we can provide them with a meal free of charge if they're living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).

**Cleaning** – We'll provide a range of cleaning materials to those isolating/quarantining on campus so students can keep their flats as clean as possible.

**Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need – students have the opportunity to discuss any specific circumstances or support they may require during self-isolation. They will also arrange follow-up calls both during and after your self-isolation period.

### **What are your English Language requirements for international students?**

Please read our [international language requirements](#) for September 2021 on our webpages.

### **Are there any pre-sessional courses for international students that I can take?**

We have a range of pre-sessional English courses available leading into September 2021. They are designed specifically for our entry-level standard and are available either online or in-person on campus.

For more information on Foundation, Diploma and Pre-Sessional English courses please go to our [general English language and academic preparation course webpage](#).

UEA has international [overseas support staff](#) in China, India, Nigeria, the US, Malaysia and Vietnam, to help with any specific enquiries you might have. You can also contact the [UEA International Office](#).

### **My course has a Study Abroad year or a semester abroad – what will happen with that?**

We expect that any travel restrictions will be relaxed by the time you start to prepare to study abroad during your second or third year. You will be enrolled on to a Study Abroad module, and will be provided with timely updates and timetabled briefing sessions to ensure you're fully prepared, right from the outset, for your study abroad journey with UEA. For more information, please see our [Study Abroad FAQs](#).

### **What about extra-curricular activities outside of my studies?**

Your UEA student experience also supports your personal development and wellbeing, ensuring you are well prepared for life beyond graduation.

Alongside teaching and private study, there will be time for you to develop your professional and personal skills. You'll be able to choose from a range of different opportunities, such as becoming a student rep; attending study skills, wellbeing, or careers workshops; doing work experience or volunteering; running a student society or sports club; becoming a peer learning mentor. You can even gain recognition for your skills and achievements through the [UEA Award](#) scheme.

[Uea\(su\)](#) run a wide range of events and activities for students, and you can find the current list of [clubs](#) and [societies](#) on their website. There's also the [Do Something Different programme](#), delivered by uea(su) with support from UEA, to enhance your time at university.

### **What support is available to students at UEA?**

UEA is committed to supporting all students to help them succeed in their studies. We provide a wide range of support, including:

- [Mental health/wellbeing](#) – in combination with the Wellbeing team in Student Services and access to Health Assured, all students have health and wellbeing support 24/7, 365 days a year
- [Finances](#) – students can get help with budgeting, financial support and impartial advice from our experienced Student Life Advisers
- [Residential life](#) – 24/7 support for students in UEA Accommodation from our Residential Life Team
- [Disability](#) – support for all students with a disability (physical, mental or Specific Learning Difficulty), long and short term and acute medical conditions
- [Study support](#) – Our Learning Enhancement Team can help students study more effectively and improve their work
- [International student support](#) – help with settling into life in the UK, visa and immigration advice, and general advice (such as how to open a UK bank account)

For more information on support available at UEA, please see our [Student Support pages](#).

### **I might need support at UEA because of a disability/medical condition – do I need to let the University know before I arrive?**

Yes – it's important to let us know as soon as possible to ensure that any support needs or other necessary arrangements can be discussed and organised in advance. Please complete [this form](#) and a member of Student Services will get in touch in due course.

### **I'm still deciding on my firm and insurance choices. Is UEA Accommodation on a first come, first served basis?**

Here at UEA we understand the challenges of making decisions about your next steps in the current circumstances. That's why we guarantee accommodation for our applicants, as long as they meet the conditions outlined [here](#).

We don't operate a first come, first serve policy and consider all accommodation applicants once the deadline has passed. In the last couple of years, we have managed to offer around 63% their first choice of accommodation and 93% of students received a room choice from their top three. We never ask for a deposit and have a 7 day 'cooling off' period from the start of your licence.

### **Where can I find more information on UEA Accommodation?**

Please visit our [Accommodation pages](#) to find out more about the range of accommodation we offer and how to apply. The Accommodation Team have also put together a list of [FAQs](#) to help students understand more about living on campus and the application process.

**Where can I find more information on student finance, scholarships and bursaries?**

At UEA, we believe that everyone should have access to a quality education, regardless of their financial circumstances.

You can find funding options, including information on student finance for UK students and fees and scholarships for international students, on our [website](#). You can also watch a [webinar](#) on student finance and scholarships, covering the different types of loan available, how to apply, how the repayment process works and what extra financial support is on offer at UEA.

UEA also offers a bursary scheme to support students in their studies – find out more on our [Bursaries page](#).

**I'm a prospective international student – where can I find more information on visas and immigration?**

UEA can provide international students with all the information and guidance you will need for your time studying abroad, including how to navigate the visa application process, when to apply and the different types of visa – you can find this all on our [Visa Advice page](#).

On 4 January, the Prime Minister announced new national restrictions for England – you can find full details on the [Government's website](#).

Please read below for more information on how the new restrictions affect UEA.

### **What Is Happening With Teaching At UEA In Light Of The New National Restrictions?**

As part of the new national restrictions announced on Monday 4 January 2021, the Government has advised that higher education provision should move online. The University has decided that all teaching and in-person supervision, with some specific exemptions, will be online until at least Monday 1 March 2021.

There are specific courses and circumstances where students can be on campus. These are:

- Students who are on professionally regulated courses in MED, HSC, PGCEs in EDU, Social Work or Pharmacy but only where in-person activity is required for the regulatory aspects of the course to be maintained. Schools will clarify this to individual cohorts shortly.
- Students who are without access to appropriate study spaces or facilities in their vacation accommodation
- Students who require additional support at UEA, including for mental health issues (Please note, the majority of student support services are operating remotely at this time and can be accessed off campus)
- Students who stayed at UEA over the winter break, including international students
- Students who are required to undertake on-site learning or exams/assessments in order to qualify with professional accreditation
- Researchers and research students who require access to specialist facilities that are only available on campus
- International students who have already made travel plans that cannot be delayed

### **I'm Due To Start A Course At UEA In January/February 2021 – What Do The New Restrictions Mean For Me?**

We have contacted all students due to start courses at UEA in January/February 2021.

Following the Prime Minister's announcement of a UK wide 'stay at home' order and Government measures for higher education provision to move online, the University has decided that all teaching and in-person supervision, with some specific exemptions, will be online until at least Monday 1 March 2021.

The UK Government's preference is for most students to study from home until the situation improves. However, there are exceptions for those who have already made travel plans. For all other students, the University recommends that you do not travel but study from home until further notice. We will keep you up to date as the situation improves and we hope to be able to welcome you to campus as soon as possible once government measures allow.

We understand this will be disappointing for students, but the safety of our UEA community is of the highest priority and the University feels this is the responsible decision to take at this time given the Government advice to move to remote learning. We will continue to make the provision of our online learning as high quality as possible.

### **I'm Starting My Course Online Due To The New Coronavirus Restrictions, What Do I Need To Do?**

If you choose to study from home until 1 March, please complete the registration task which will have been emailed to you – this will give you access to your UEA login details and email.

If you have already been allocated UEA accommodation you will have your place held, however you may receive a different room allocation. You will only be charged from 29 January or from your date of arrival (if this is later than 29 January).

### **I'm An International Student Due To Start A Course In January/February 2021 – I've Already Booked My Travel, Can I Still Come To Campus?**

If you cannot change your travel plans at this point, then you are still able to come to campus as planned. We will still provide [airport pick-up](#) from Heathrow on our previously advertised arrivals days. If you are arriving outside of our designated arrival days, we recommend that you take a taxi instead of using public transport.

You will have recently received an email regarding the registration task from UEA. Please complete this, including the date of your expected arrival.

Once on campus, you will be able to study virtually along with other students who are already living in our halls of residence. You will need to abide by the UK's advice on staying safe during the pandemic. If you are planning to live in private accommodation off-campus, please check the situation with your landlord.

Please be reassured that critical campus services, including the Library (unless otherwise instructed by the Government), will remain open to support students who are on campus.

### **I'm Due To Start A Course At UEA In January/February 2021 - If I Am Able To Come To Campus Under The New Restrictions, Will I Need To Take A COVID Test?**

We are recommending that students get tested for COVID-19 upon arrival at UEA using our rapid testing facility – once you have completed your online registration and have your UEA log-in details, you can book your rapid tests on [My UEA](#), our internal portal for staff and students. It's recommended that you book two COVID tests, three days apart.

If you are an international student, the UK government have announced that from 4am on Monday 18 January, they will be introducing pre-departure testing requirements for all inbound passengers to England. Passengers arriving by ship, plane or train will have to take a COVID-19 test up to 3 days before departure, and provide evidence of a negative result before they travel. All passengers arriving from countries not on the government's travel corridor list will still be required to self-isolate for 10 days upon arrival, regardless of test result. Passengers will still be required to fill in a [passenger locator form](#) and be subject to national lockdown restrictions on arrival.

You can find more information on pre-departure testing on the [Government's website](#).

### **I'm An International Student – What Happens If I'm Required To Self-Isolate On Arrival To Campus?**

If you're an international student you may need to self-isolate in the place you're staying for the first 10 days after you arrive in the UK. This will depend on where you have arrived from, and which countries you have travelled through on your journey. You may be able to end self-isolation early if you pay for a private coronavirus test; the University is also offering students a PCR test which could help to reduce the self-isolation period for students arriving from some countries. Check the latest [travel advice online](#) if this applies to you. International students will have been sent information on how to book these tests and how to claim back the cost from the University.

The UK government have announced that from 4am on Monday 18 January, they will be introducing pre-departure testing requirements for all inbound passengers to England, meaning all passengers

will have to take a COVID-19 test 3 days before departure and provide evidence of a negative result before they travel. Everyone entering the UK is also currently required to complete a [Passenger Locator Form](#), 48 hours before travelling. Please keep up to date with this [guidance](#).

If you do need to self-isolate we will do everything we can to support you.

If you are making your own living arrangements and will be in private accommodation, check the facilities available in your local area with your landlord in advance, so you can be sure of a safe and comfortable self-isolation in your private accommodation.

If you are staying in UEA residences on campus and are required to self-isolate we may assign you different accommodation for the first two weeks. You will then have the option to stay in this accommodation for the rest of the year or request to move after your period of self-isolation (requests will be met only if there is availability).

When you arrive you will be directed to your room by a member of staff who can give you further advice on self-isolating. A pack in your room will let you know how you can make contact with staff, order food and other necessities on-line, and also give you a few fun things to keep you entertained. You will be contacted by phone during your first few days to make sure everything is ok. The UEA Students' Union also has a [buddy scheme](#) which you can sign up to.

If you want to order pre-prepared food to your room from UEA catering services, we recommend that you do this at least four days in advance of your first delivery so you can book this before you arrive on campus – [see here for menus and booking instructions](#). Information in your room will also give you a list of other restaurants who can deliver to you. If you prefer to order groceries and cook yourself, you can order through '[click and collect](#)' from our on-campus supermarket and many others in the local area. You will be able to use the kitchen in your hall of residence, providing you ensure to keep to social distancing from your other flatmates.

This period could also be an ideal time to prepare for your classes by getting on top of your course reading requirements – you might like to check out the [library facilities](#) now.

Unfortunately, it won't be possible to offer a laundry service during the self-isolation period so please bring plenty of clothing or hand washing powder.

For all the detail on self-isolating on campus, please read our [special self-isolation guide](#).

### **I'm Due To Start A Course At UEA In January/February 2021 – If I Am Able To Come To Campus Under The New Restrictions, How Safe Will I Be At UEA?**

Student and staff safety is our number one priority. We're offering rapid COVID testing to all students who are able to be on campus and staff members required to take out essential work on campus. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when you are walking around. We've changed our timetable and introduced one-way systems and marked areas to help maintain social distancing. There are increased hygiene facilities and hand sanitising stations are being installed at key locations.

Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing. Sanitising wipes are being provided for people to wipe down work equipment and study spaces. We are also encouraging regular handwashing as this is the most effective way to combat the virus.



All students should watch our [Safety First video](#) to understand the measures we've put in place this year and to know what we all need to do to keep us safe. It counts on all of us respecting each other and our community.

**I Was Due To Start A Course At UEA In January/February 2021 But Due To The New Coronavirus Restrictions I Would Like To Defer My Place – Is This Possible?**

We understand that some students may wish to defer their studies to September 2021. If this is the case, we will honour your 2020/21 fee and any scholarship that you have been awarded. If you wish to take up this option, please email [admissions@uea.ac.uk](mailto:admissions@uea.ac.uk).

**I'm An Applicant/Offer Holder For September 2021 Entry And My Exams Have Been Cancelled Due To The Pandemic – Will This Affect My Application?**

We are in regular contact with the Government, UCAS and the exam boards, and we will provide applicants and offer holders with updates once more information becomes available. The Education Secretary announced on 06.01.21 that teacher estimated grades will be used to replace cancelled GCSEs and A-Levels in England.

Please be reassured that we will be taking a flexible approach to our decision making. We know every student has more to offer than just their exam grades. Everyone has interests, skills and ambitions that are not always reflected in subject results. It is for this reason we have always looked beyond results to what each student brings to the wonderful UEA community. We will always take a holistic approach to your application, including your personal statement, previous academic achievements and interviews/auditions for relevant courses. Interviews and auditions will continue virtually.

We are committed to providing a stable admissions process that protects your interests, and we will continue to follow the UCAS deadlines so you can continue to think about the best course choice for you.

We understand that these are difficult circumstances for you, and the [UEA Admissions Service](#) is here to help.

**Has The UCAS Deadline Changed?**

Yes – following recent announcements, UCAS have made the decision to extend the equal consideration deadline for all applicants to 18:00 (UK time) on Friday 29 January.

**What Will Teaching At UEA Look Like In September 2021?**

Unfortunately at the present time it is difficult to predict what the situation will be in September 2021 – we will keep applicants and offer holders informed as the picture becomes clearer.

This academic year we've been able to provide an innovative mix of quality virtual learning alongside traditional face to face interactive teaching on campus – this dual-mode approach has meant we've been able to adapt quickly to government measures, such as the recent request to move teaching online.

**What Are Your English Language Requirements For International Students?**

Please read all our [international language requirements](#) for January and Sept 2021 on our web pages.

**Are There Any Pre-Sessional Courses For International Students That I Can Take?**

We have a range of pre-sessional English courses available leading into January and September 2021

intakes. They are designed specifically for our entry level standard and are available either online or in-person on campus.

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### **What About Campus Life?**

UEA is a set in 360 acres of beautiful green parkland, with cycle paths, walking trails and wildlife. You will have the space to explore and relax safely on a large self-contained campus. You can walk to your tutorials and classes. Even under the new national restrictions, almost all student needs are catered for on campus, from a large food shop with post office, a medical centre with doctors and dentists, and a pharmacy. Historic Norwich city centre is a 15 minute bike ride away.

### **What About Extra-Curricular Activities Outside Of My Studies?**

Your UEA student experience also supports your personal development and wellbeing, ensuring you are well prepared for life beyond graduation.

Alongside teaching and private study, there will be time for you to develop your professional and personal skills. You'll be able to choose from a range of different opportunities, such as becoming a student rep; attending study skills, wellbeing, or careers workshops; doing work experience or volunteering; running a student society or sports club; becoming a peer learning mentor. You can even gain recognition for your skills and achievements through the [UEA Award](#) scheme.

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## **New Student FAQs – 25.11.21 update**

### **I'm starting a course at UEA in January/February 2022 – what will teaching look like then?**

It is our intention to provide as much face-to-face teaching as possible, making the most of our campus for physical learning and using virtual activity to support this. The exact balance of physical and virtual learning study will depend upon your subject, but everyone will attend some classes in person.

Our priority is to create a teaching environment that is:

- Safe
- Academically Effective
- Flexible
- Engaging

We will continue to monitor what is a constantly evolving situation and will provide further updates accordingly.

### **Are all campus facilities open?**

All facilities on campus, including shops, bars, cafes and [Sportspark](#), are open and operating in line with Government guidance.

### **When will I be able to view my timetable?**

You will be able to view your timetable shortly. You will also need to have registered with UEA before you can access your timetable – you'll receive an email from [registration@uea.ac.uk](mailto:registration@uea.ac.uk) 30 days before the start of your course. Once you have your UEA login details and your timetable has been published, you can log into [my.uea.ac.uk](http://my.uea.ac.uk) and access your timetable via your personal dashboard.

### **I've not had my COVID-19 vaccine yet, but I'd like to before arriving at UEA – how do I do this?**

You can book a COVID-19 vaccine on the [NHS website](#) or calling 119, or there are various [walk-in clinics](#) across the country offering the vaccine. For more information on the COVID-19 vaccine, please visit the [NHS website](#).

### **I've already had my first COVID-19 vaccine – will I be able to get my second dose after I've arrived?**

Yes – there are plenty of walk-in clinics in Norwich and the surrounding area where you'll be able to get your second dose, and you can find your nearest clinic on the [NHS website](#). If you prefer, you can also book an appointment for your second dose online or by calling 119. Please note that you need to wait 8 weeks after your first vaccine before having your second dose.

By getting both doses of the vaccine, you're helping to keep yourself and your friends safe from the virus and helping to reduce the transmission of COVID-19.

### **Will I need to be registered with a GP to get the COVID-19 vaccine?**

You don't need to be registered with a GP to get a COVID vaccine – you can go to a walk-in clinic. However, all students are required to register with a GP during their time at university, and will be sent details on how to register with the [University Medical Centre](#) upon arrival.

### **Do I need to register with a GP once I've arrived at UEA?**

Yes – all students are required to register with a GP during their time at university. We have a GP site on campus, the [University Medical Centre](#), that you can register with.

### **Will I need to take a COVID-19 test before arriving at UEA?**

The Government is expecting students to test using home lateral flow tests before they travel to university. For more information on how to take a lateral flow test, please check the [Government website](#).

### **Will I need to take lateral flow tests regularly once at UEA?**

You can make a real difference to help prevent the spread of COVID within our community simply by taking lateral flow tests twice a week. Getting tested helps to reduce the spread of the virus. Students should test twice a week, even if you have had the COVID-19 vaccine.

You can collect home testing kits from various locations on campus, [order them online](#) or pick up from pharmacies. These tests are only for those who do not have symptoms of COVID-19. If you have any of the symptoms – a high temperature, a new, persistent cough or loss of taste/smell – you must self-isolate and book an [NHS PCR test](#).

If your result is positive, you must complete our [COVID-19 Notification Form](#) as soon as possible and self-isolate.

### **Where can I get home testing kits?**

You can [order your kit online](#) or pick it up from your local pharmacy. Additionally there are a number of key sites across campus where you can pick up a test:

- Registry reception
- Library reception
- School of Environmental Sciences reception
- Campus shop on The Street
- Post room
- The Student Information Zone on The Street
- Student Union reception
- Edith Cavell reception

### **Will I need to wear a face covering at UEA?**

Everyone is expected to wear a face covering (unless medically exempt) when moving around inside buildings, in indoor public areas, work / research areas and teaching spaces.

When seated at a table in a catering outlet or licensed premises face coverings can be removed. In work / research areas and teaching spaces, face coverings can be removed if you can maintain a distance of at least one metre from other people. If this distance cannot be maintained, then you should still wear a face covering.

Staff and students operating in clinical environments will be expected to continue to follow NHS guidelines on face coverings whilst in those settings. Similarly, staff and students on placements or visiting other locations will be expected to follow the guidelines operating in those locations.

### **What extra-curricular activities are available?**

Your UEA student experience also supports your personal development and wellbeing, ensuring you are well prepared for life beyond graduation.

Alongside teaching and private study, there will be time for you to develop your professional and personal skills. You'll be able to choose from a range of different opportunities, such as becoming a student rep; attending study skills, wellbeing, or careers workshops; doing work experience or volunteering; running a student society or sports club; becoming a peer learning mentor. You can even gain recognition for your skills and achievements through the [UEA Award](#) scheme.

[Uea\(su\)](#) run a wide range of events and activities for students, and you can find the current list of [clubs](#) and [societies](#) on their website. There's also the [Do Something Different programme](#), delivered by uea(su) with support from UEA, to enhance your time at university.

### **What support is available to students at UEA?**

UEA is committed to supporting all students to help them succeed in their studies. We provide a wide range of support, including:

- [Mental health/wellbeing](#) – in combination with the Wellbeing team in Student Services and access to Health Assured, all students have health and wellbeing support 24/7, 365 days a year
- [Finances](#) – students can get help with budgeting, financial support and impartial advice from our experienced Student Life Advisers
- [Residential life](#) – 24/7 support for students in UEA Accommodation from our Residential Life Team
- [Disability](#) – support for all students with a disability (physical, mental or Specific Learning Difficulty), long and short term and acute medical conditions
- [Study support](#) – Our Learning Enhancement Team can help students study more effectively and improve their work
- [International student support](#) – help with settling into life in the UK, visa and immigration advice, and general advice (such as how to open a UK bank account)

For more information on support available at UEA, please see our [Student Support pages](#).

### **I might need support at UEA because of a disability/mental health condition – do I need to let the University know before I arrive?**

Yes – it's important to let us know as soon as possible to ensure that any support needs or other necessary arrangements can be discussed and organised in advance. Please complete [this form](#) and a member of Student Services will get in touch in due course.

### **Where can I find more information on UEA Accommodation?**

Please visit our [Accommodation pages](#) to find out more about the range of accommodation we offer and how to apply. The Accommodation Team have also put together a list of [FAQs](#) to help students understand more about living on campus and the application process.

### **Where can I find more information on student finance, loans and bursaries?**

At UEA, we believe that everyone should have access to a quality education, regardless of their financial circumstances.

You can find funding options, including information on student finance for UK students and fees and scholarships for international students, on our [website](#). You can also watch a [webinar](#) on student finance and scholarships, covering the different types of loan available, how to apply, how the repayment process works and what extra financial support is on offer at UEA.

UEA also offers a bursary scheme to support students in their studies – find out more on our [Bursaries page](#).

## **INTERNATIONAL STUDENT FAQS**

### **I'm a prospective international student – where can I find more information on visas and immigration?**

UEA can provide international students with all the information and guidance you will need for your time studying abroad, including how to navigate the visa application process, when to apply and the different types of visa – you can find this all on our [Visa Advice page](#).

### **I've been fully vaccinated against COVID-19 – what do I need to do before travelling to UEA?**

To qualify under the fully vaccinated rules for travel to England, you must have proof of full vaccination with a full course of an approved vaccine – please check the [Government's website](#) for the full list.

If you qualify, then please follow the steps on the [Government's website](#). Check these rules carefully and regularly before travelling as they are subject to change.

If you do not qualify, please follow this [set of travel rules](#) as set out by the UK Government.

### **I haven't been vaccinated against COVID-19 – what do I need to do before travelling to UEA?**

If you haven't been vaccinated against COVID-19, or your vaccines aren't on the [approved list](#) from the UK Government, then please follow this [set of travel rules](#). Check these rules carefully and regularly before travelling as they are subject to change.

If you would like to get the COVID-19 vaccine once you have arrived at UEA, please check the [NHS website](#) for more information on how to book or access a walk-in clinic.

### **Can I get a COVID-19 vaccine in the UK?**

Yes - anyone over the age of 18 in the UK is eligible for free vaccination regardless of nationality or immigration status.

If you have already received your first vaccination you should try to receive your second before travelling to the UK if possible. If not then you will be offered the same manufactured vaccination, if approved by UK government for use, or the most similar alternative if not.

You can find a useful [FAQ sheet from the UK government here](#).

### **I will be studying at UEA for a semester/year abroad – what will happen with that?**

Please read the guidance provided above in regards to travel guidance and vaccination status. You will be supported by our [Visiting Team](#), who are ready to welcome you to UEA. You should also speak with your home university about adhering to guidance on travelling abroad from your home country. For more information, please see our [Study Abroad FAQs](#).

### **What support is available to international students at UEA?**

There is a wide range of support available to international students at UEA.

[Student Services](#) have a dedicated team to help support international students, and can help with:

- Personal/welfare advice – such as settling into life in the UK, or preparing to return home



- General advice – such as opening a UK bank account or academic procedures, for example
- Visa and immigration advice – such as applying for/extending a Tier 4 visa, or help with any general visa and immigration enquiries

Find out more about the specific support offered to international students on our [website](#).

Student Services also provide wellbeing and mental health support, study support (including an English Language Support Programme), support with living on and off campus, finances and support for students with disabilities. You'll also have 24/7 support from Health Assured, a programme which can help you with any personal or professional issues that may be affecting you.

- **POSTGRADUATE RESEARCH TAUGHT COURSE APPLICANTS - FREQUENTLY ASKED QUESTIONS**

- Update heading of section to remove “Taught Course”
- Q1 – please update question to “I Am A Postgraduate Research Student Starting My Studies In June 2022. When Do I Need To Arrive?” and answer to:
  - The start date for Postgraduate Research Courses is 1 June and you will be required to register with the PGR Service. Your team will contact you with details of your registration appointment and the mandatory orientation events, academic induction and other training events, a couple of weeks prior to your formal registration.
  - Please note that your registration appointments may be held in advance of 1 June 2022. You should arrive to the UK and have completed any required isolation ahead of this date.
- Q3 (Do I Have To Be Present In Person In Norwich From The Start Of My Course?). Please update answer to:
  - Yes. The University recommends that full-time students live within 50 kilometres / 90 minutes travel time of the University to enable full engagement with their course.
  - We also expect all postgraduate research students (full-time and part-time) to meet with their supervisory team on a regular basis, normally in person. Additionally, some postgraduate researchers have further residency requirements imposed by their funder or by immigration requirements.
- Q4 (Can I Defer My Offer To A Later Start Date?). Please update answer to:
  - If you have not deferred an offer before, we will normally consider a request to defer until the next PGR entry date, for example from 1 June 2022 to 1 October 2022.
  - The standard PGR entry dates are 1 February, 1 June and 1 October for most research programmes. At present, due to COVID-19 impacts, we are willing to consider any requests to defer offers for up to 12 months from the original entry date offered, for example from 1 June 2022 to 1 June 2023, provided that the request is made by the application deadline for that intake.
  - If you have deferred your offer previously and you wish to extend it beyond this period of 12 months then you will need to make a new application and we will need to interview you again.
  - All deferrals will need permission from the School or Institute before we can approve them. Where this is good reason to do so, we can consider start dates other than the standard entry dates; this needs approval from the Faculty Associate Dean for Postgraduate Research.
- Q6 (What Will Campus Be Like During 2021-22 For Postgraduate Researchers?). Please update answer to:
  - We’ve put plans in place so that we can adapt to changing circumstances and continue to deliver high-quality research supervision and doctoral training events.
  - During 2021-22, we have operated a blended approach where some meetings, supervision and induction/training sessions have been virtual using Microsoft Teams or Blackboard Collaborate software.
  - We encourage postgraduate researchers to discuss their preferences for in-person or online supervision with their supervisory teams, and have encouraged supervisors to meet with you in person where this is safe and you want this.

## New Students FAQs

### Updated 07.01.21

On 4 January, the Prime Minister announced new national restrictions for England – you can find full details on the [Government's website](#).

Please read below for more information on how the new restrictions affect UEA.

### What is happening with teaching at UEA in light of the new national restrictions?

As part of the new national restrictions announced on Monday 4 January 2021, the Government has advised that higher education provision should move online. The University has decided that all teaching and in-person supervision, with some specific exemptions, will be **online until at least Monday 1 March 2021**.

There are specific courses and circumstances where students can be on campus. These are:

- Students who are on professionally regulated courses in MED, HSC, PGCEs in EDU, Social Work or Pharmacy **but only** where in-person activity is required for the regulatory aspects of the course to be maintained. Schools will clarify this to individual cohorts shortly.
- Students who are without access to appropriate study spaces or facilities in their vacation accommodation
- Students who require additional support at UEA, including for mental health issues (Please note, the majority of student support services are operating remotely at this time and can be accessed off campus)
- Students who stayed at UEA over the winter break, including international students
- Students who are required to undertake on-site learning or exams/assessments in order to qualify with professional accreditation
- Researchers and research students who require access to specialist facilities that are only available on campus
- International students who have already made travel plans that cannot be delayed

### I'm due to start a course at UEA in January/February 2021 – what do the new restrictions mean for me?

We have contacted all students due to start courses at UEA in January/February 2021.

Following the Prime Minister's announcement of a UK wide 'stay at home' order and Government measures for higher education provision to move online, the University has decided that all teaching and in-person supervision, with some specific exemptions, will be **online until at least Monday 1 March 2021**.

The UK Government's preference is for most students to study from home until the situation improves. However, there are exceptions for those who have already made travel plans. For all other students, the University recommends that you do not travel but study from home until further notice. We will keep you up to date as the situation improves and we hope to be able to welcome you to campus as soon as possible once government measures allow.

We understand this will be disappointing for students, but the safety of our UEA community is of the highest priority and the University feels this is the responsible decision to take at this time given the Government advice to move to remote learning. We will continue to make the provision of our online learning as high quality as possible.

**I'm starting my course online due to the new coronavirus restrictions, what do I need to do?**

If you choose to study from home until 1 March, please complete the registration task which will have been emailed to you – this will give you access to your UEA login details and email.

If you have already been allocated UEA accommodation you will have your place held, however you may receive a different room allocation. You will only be charged from 29 January or from your date of arrival (if this is later than 29 January).

**I'm an international student due to start a course in January/February 2021 – I've already booked my travel, can I still come to campus?**

If you cannot change your travel plans at this point, then you are still able to come to campus as planned. We will still provide [airport pick-up](#) from Heathrow on our previously advertised arrivals days. If you are arriving outside of our designated arrival days, we recommend that you take a taxi instead of using public transport.

You will have recently received an email regarding the registration task from UEA. Please complete this, including the date of your expected arrival.

Once on campus, you will be able to study virtually along with other students who are already living in our halls of residence. You will need to abide by the UK's advice on staying safe during the pandemic. If you are planning to live in private accommodation off-campus, please check the situation with your landlord.

Please be reassured that critical campus services, including the Library (unless otherwise instructed by the Government), will remain open to support students who are on campus.

**I'm due to start a course at UEA in January/February 2021 - if I am able to come to campus under the new restrictions, will I need to take a COVID test?**

We are recommending that students get tested for COVID-19 upon arrival at UEA using our rapid testing facility – once you have completed your online registration and have your UEA log-in details, you can book your rapid tests on [My UEA](#), our internal portal for staff and students. It's recommended that you book two COVID tests, three days apart.

If you are an international student, the UK government have announced that from 4am on Monday 18 January, they will be introducing pre-departure testing requirements for all inbound passengers to England. Passengers arriving by ship, plane or train will have to take a COVID-19 test up to 3 days before departure, and provide evidence of a negative result before they travel. All passengers arriving from countries not on the government's travel corridor list will still be required to self-isolate for 10 days upon arrival, regardless of test result. Passengers will still be required to fill in a [passenger locator form](#) and be subject to national lockdown restrictions on arrival.

You can find more information on pre-departure testing on the [Government's website](#).

**I'm an international student – what happens if I'm required to self-isolate on arrival to campus?**

If you're an international student you may need to self-isolate in the place you're staying for the first 10 days after you arrive in the UK. This will depend on where you have arrived from, and which countries you have travelled through on your journey. You may be able to end self-isolation early if you pay for a private coronavirus test; the University is also offering students a PCR test which could help to reduce the self-isolation period for students arriving from some countries. Check the

latest [travel advice online](#) if this applies to you. International students will have been sent information on how to book these tests and how to claim back the cost from the University.

The UK government have announced that from 4am on Monday 18 January, they will be introducing pre-departure testing requirements for all inbound passengers to England, meaning all passengers will have to take a COVID-19 test 3 days before departure and provide evidence of a negative result before they travel. Everyone entering the UK is also currently required to complete a [Passenger Locator Form](#), 48 hours before travelling. Please keep up to date with this [guidance](#).

If you do need to self-isolate we will do everything we can to support you.

If you are making your own living arrangements and will be in private accommodation, check the facilities available in your local area with your landlord in advance, so you can be sure of a safe and comfortable self-isolation in your private accommodation.

If you are staying in UEA residences on campus and are required to self-isolate we may assign you different accommodation for the first two weeks. You will then have the option to stay in this accommodation for the rest of the year or request to move after your period of self-isolation (requests will be met only if there is availability).

When you arrive you will be directed to your room by a member of staff who can give you further advice on self-isolating. A pack in your room will let you know how you can make contact with staff, order food and other necessities on-line, and also give you a few fun things to keep you entertained. You will be contacted by phone during your first few days to make sure everything is ok. The UEA Students' Union also has a [buddy scheme](#) which you can sign up to.

If you want to order pre-prepared food to your room from UEA catering services, we recommend that you do this at least four days in advance of your first delivery so you can book this before you arrive on campus – [see here for menus and booking instructions](#). Information in your room will also give you a list of other restaurants who can deliver to you. If you prefer to order groceries and cook yourself, you can order through '[click and collect](#)' from our on-campus supermarket and many others in the local area. You will be able to use the kitchen in your hall of residence, providing you ensure to keep to social distancing from your other flatmates.

This period could also be an ideal time to prepare for your classes by getting on top of your course reading requirements – you might like to check out the [library facilities](#) now.

Unfortunately, it won't be possible to offer a laundry service during the self-isolation period so please bring plenty of clothing or hand washing powder.

For all the detail on self-isolating on campus, please read our [special self-isolation guide](#).

### **I'm due to start a course at UEA in January/February 2021 – if I am able to come to campus under the new restrictions, how safe will I be at UEA?**

Student and staff safety is our number one priority. We're offering rapid COVID testing to all students who are able to be on campus and staff members required to take out essential work on campus. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when you are walking around. We've changed our timetable and introduced one-way systems and marked areas to help maintain social distancing. There are increased hygiene facilities and hand sanitising stations are being installed at key locations.

Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing. Sanitising wipes are being provided for people to wipe down work equipment and study spaces. We are also encouraging regular handwashing as this is the most effective way to combat the virus.

All students should watch our [Safety First video](#) to understand the measures we've put in place this year and to know what we all need to do to keep us safe. It counts on all of us respecting each other and our community.

**I was due to start a course at UEA in January/February 2021 but due to the new coronavirus restrictions I would like to defer my place – is this possible?**

We understand that some students may wish to defer their studies to September 2021. If this is the case, we will honour your 2020/21 fee and any scholarship that you have been awarded. If you wish to take up this option, please email [admissions@uea.ac.uk](mailto:admissions@uea.ac.uk).

**I'm an applicant/offer holder for September 2021 entry and my exams have been cancelled due to the pandemic – will this affect my application?**

We are in regular contact with the Government, UCAS and the exam boards, and we will provide applicants and offer holders with updates once more information becomes available. The Education Secretary announced on 06.01.21 that teacher estimated grades will be used to replace cancelled GCSEs and A-Levels in England.

Please be reassured that we will be taking a flexible approach to our decision making. We know every student has more to offer than just their exam grades. Everyone has interests, skills and ambitions that are not always reflected in subject results. It is for this reason we have always looked beyond results to what each student brings to the wonderful UEA community. We will always take a holistic approach to your application, including your personal statement, previous academic achievements and interviews/auditions for relevant courses. Interviews and auditions will continue virtually.

We are committed to providing a stable admissions process that protects your interests, and we will continue to follow the UCAS deadlines so you can continue to think about the best course choice for you.

We understand that these are difficult circumstances for you, and the [UEA Admissions Service](#) is here to help.

**Has the UCAS deadline changed?**

Yes – following recent announcements, UCAS have made the decision to extend the equal consideration deadline for all applicants to 18:00 (UK time) on Friday 29 January.

**What will teaching at UEA look like in September 2021?**

Unfortunately at the present time it is difficult to predict what the situation will be in September 2021 – we will keep applicants and offer holders informed as the picture becomes clearer.

This academic year we've been able to provide an innovative mix of quality virtual learning alongside traditional face to face interactive teaching on campus – this dual-mode approach has meant we've been able to adapt quickly to government measures, such as the recent request to move teaching online.



### **What are your English language requirements for international students?**

Please read all our [international language requirements](#) for January and Sept 2021 on our web pages.

### **Are there any pre-session courses for international students that I can take?**

We have a range of pre-session English courses available leading into January and September 2021 intakes. They are designed specifically for our entry level standard and are available either online or in-person on campus.

For more information on Foundation, Diploma and Pre-Sessional English courses please go to our [general English language and academic preparation course webpage](#).

UEA has international [overseas support staff](#) in China, India, Nigeria, the US, Malaysia and Vietnam, to help with any specific enquiries you might have. You can also contact the [UEA International Office](#).

### **My course has a Study Abroad year or a Semester Abroad, what will happen with that?**

We expect that any travel restrictions will be relaxed by the time you start to prepare to study abroad during your second or third year. You will be enrolled on to a Study Abroad module, and will be provided with timely updates and timetabled briefing sessions to ensure you're fully prepared, right from the outset, for your study abroad journey with UEA.

### **What about campus life?**

UEA is a set in 360 acres of beautiful green parkland, with cycle paths, walking trails and wildlife. You will have the space to explore and relax safely on a large self-contained campus. You can walk to your tutorials and classes. Even under the new national restrictions, almost all student needs are catered for on campus, from a large food shop with post office, a medical centre with doctors and dentists, and a pharmacy. Historic Norwich city centre is a 15 minute bike ride away.

### **What about extra-curricular activities outside of my studies?**

Your UEA student experience also supports your personal development and wellbeing, ensuring you are well prepared for life beyond graduation.

Alongside teaching and private study, there will be time for you to develop your professional and personal skills. You'll be able to choose from a range of different opportunities, such as becoming a student rep; attending study skills, wellbeing, or careers workshops; doing work experience or volunteering; running a student society or sports club; becoming a peer learning mentor. You can even gain recognition for your skills and achievements through the [UEA Award](#) scheme.

### **Current Students – FAQs**

#### **What's happening for next academic year (2020/21)? Will students be taught on campus?**

Current students will have received messages from their Head of School detailing plans for next academic year. Currently, these plans are:

- To start as usual in September and to deliver as much face-to-face, interactive teaching as is safe and practicably possible to do so, for example through small group teaching.
- We are likely to deliver the academic content of larger lectures digitally for all students in advance of smaller group face-to-face sessions.
- We will also ensure that students who are unable to return to UEA in September to commence face-to-face teaching can continue to participate as fully as possible remotely and online, until such time as they are able to join us.

We understand that some students might feel worried about returning to study on campus due to their personal circumstances such as health, travel, money or caring responsibilities. We are committed to supporting students to continue on their courses. Please let us know if you have this type of concern as soon as possible by emailing your School office so that we can then follow this up with you and provide an opportunity to present your concerns. By identifying this early, this means we will be able to start to help you.

Further details around next academic year are continuing to be worked on, and these will be communicated to students in the coming weeks. No one can be certain about what the next few months will bring, and what has been outlined above may have to change depending on government advice and measures – all students will be informed of any changes.

#### **When will teaching begin next academic year?**

Please see our [Semester Dates](#) on the Portal.

#### **How will students be assessed next academic year?**

Details around assessments for next year are continuing to be worked on and will be communicated to students once finalised. One change that has been made for next academic year, however, is the introduction of an assessment period in January at the end of the Autumn Semester in which students will be able to complete some items of coursework and projects and sit examinations. The summer assessment period will reduce to three weeks and also be a period in which students will be able to complete some coursework and projects and sit exams.

Students will have also been contacted by their Heads of Schools regarding any changes to modules next academic year.

#### **Where can I find information on learning and assessments for the remainder of this academic year (2019/20)?**

Please see information on the Portal relating to [undergraduate](#) and [postgraduate taught](#) assessment for this year.

#### **How is the University making sure the campus will be safe to return to in September?**

Student and staff safety is our number one priority. We've carried out enhanced cleaning and we have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces, and adapted teaching rooms and communal areas to make social distancing is possible in lessons and when you're walking around. We're changing our timetables and introducing one-way systems and marked areas to help maintain social distancing. There are increased hygiene facilities, and hand sanitising stations are being installed at key locations.

**Commented [S1]:** Have sent this FAQ and the one below to [REDACTED] in the Return to Campus group to check, but all thoughts welcome!

Work is ongoing to ensure the return to campus is being managed in a planned, phased way and students will be kept informed.

**What facilities will be open on campus in September?**

We will be following Government guidance regarding our campus cafés, restaurants and bars, offering “grab and go” options - with safety restrictions – by the autumn. We are working closely with our colleagues in the Students’ Union to make sure that the social aspect of your time is as close to what you would expect.

We also anticipate that Sportspark will be open in some capacity by July, subject to government guidelines, so you can enjoy many of their world-class facilities. The Library is also currently running a [Click and Collect service](#) from their Foyer – the building and study spaces remains closed due to government guidance, but students will be informed if this changes.

Details are continuing to be worked on, and students will be kept informed.

**I’m an international student – what happens if I’m unable to arrive on time for the start of the semester or if I’m affected by travel restrictions?**

We are hopeful that any travel restrictions in place globally will be eased by September and we are closely monitoring the situation whilst following Government guidance. We will ensure that students who are unable to return to UEA in September to commence face-to-face teaching can continue to participate virtually and as fully as possible, until such time as they are able to join us.

We are also taking steps to provide flexible arrival options so international students who are required to self-isolate will be able to arrive two weeks before their semester commences, with those staying in UEA accommodation able to access their room early. You will have access to a comprehensive set of virtual learning tools, access to your lecturers and our [digital library](#). This will ensure that you are able to commence learning and transition seamlessly into your classes.

Student welfare and safety is at the forefront of everything we do, and we will send detailed information on the arrivals process to returning students throughout July and August.

**I’m an international student on a Tier 4 visa and I want to return home to continue my studies there – what do I need to do?**

The University is operating a self-declaration of absence reporting process for any Tier 4 student who has decided to leave campus and return home/go to an alternative address to continue their studies.

If you are a Tier 4 student and have left or are considering leaving campus to continue your studies remotely, please complete the University’s [Self Declaration of Absence form](#).

**I’m an international student on a Tier 4 visa and I am remaining in the UK to continue my studies remotely – what do I need to do?**

If you are remaining in the UK and are continuing your studies remotely, we still request that you complete the University’s [Self Declaration of Absence form](#).

**I’m an international student in the UK with a visa which has just expired or is expiring shortly, and I am unable to leave because I am self-isolating or travel restrictions are preventing me from returning home - what do I need to do?**

If you’re in the UK and your visa expires between 24 January 2020 and 30 July 2020, then your visa will be extended to 31 July 2020 if you cannot leave the UK because of travel restrictions or self-

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isolation related to coronavirus (COVID-19). You must complete and submit a Home Office form to update your records if your visa is expiring. You will find the form at <https://gov.smartwebportal.co.uk/homeoffice/public/webform.asp?id=199&id2=5C97E7>. It could be very helpful to take a screenshot of the completed form before submitting it, and retain a copy for your own records.

Please visit the [Home Office's website](#) to see the specific information relating to this extension.

**I'm an international student with a Tier 4 visa studying Medicine or Nursing. Am I still restricted in the number of hours I can work per week during term time?**

On 31st March the Home Secretary announced that, as a response to the national effort to combat coronavirus, trainee doctors and nurses will not be limited by the number of hours they can work in the NHS during term time. This change is expected to be in place for a limited period and only applies to work undertaken in the NHS. Your course and/or your School may have additional recommendations to consider as you balance your studies and any work so please ensure that you are aware of these before making any commitments.

**I left some belongings in my room in UEA Accommodation and would now like to collect them – what do I need to do?**

If you have returned home but still have belongings in your room in UEA Accommodation, the Government changed their [guidance](#) on 21.05.20 stating that students in England can return to their student accommodation to collect any belongings, provided they follow social distancing guidelines while doing so. UEA Accommodation have emailed students with details on how to arrange collecting their belongings – please check your UEA email.

If you have any questions regarding your room in UEA Accommodation, please email [accom@uea.ac.uk](mailto:accom@uea.ac.uk).

**I am a member of the British Armed Forces reserves - will I get deadline extensions and delayed examinations when I return to my studies?**

Yes, students who are British Armed Forces reserves, or who are in other specialist volunteer roles, and who are deployed in this role will be given whatever support is necessary to ensure they can successfully complete their studies.



**SAFETY NET FAQs****I'M IN THE FINAL YEAR OF MY BACHELORS DEGREE – WHAT DOES THE SAFETY NET MEAN FOR ME?**

The University would like to assure you that we will 'safety net' your performance where 2019-20 and/or 2020-21 was a year of study contributing to your degree classification. This means that if you achieve a higher overall performance (year average) in your final year this summer, your classification mark will be based solely on this year's performance and will be the year average obtained this year.

If your final year average is lower than your second year average, the normal classification rules will apply. This is 40:60 year 2: year 3 for standard courses.

Please see the [Degree Classifications and Safety Net page](#) on My UEA for some examples of how the safety net will be applied this year.

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**I'M IN THE FINAL YEAR OF AN INTEGRATED MASTERS DEGREE – WHAT DOES THE SAFETY NET MEAN FOR ME?**

For Integrated Masters finalists, a lower average for 2019-20 and/or for 2020-21 will be replaced by the highest year average mark you have obtained over any of your years of study contributing to your classification (your 'counting' years). The classification will be calculated using this replacement mark(s) in the classification calculation.

Please see the [Degree Classifications and Safety Net page](#) on My UEA for some examples of how the safety net will be applied this year.

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**I'M IN THE THIRD YEAR OF MY INTEGRATED MASTERS DEGREE – WHAT DOES THE SAFETY NET MEAN FOR ME?**

If you studied your second year in 2019 – 20 or in 2020-21, we will ensure that if your year average for that year is lower than subsequent years, then we will use your highest year average to replace your year 2 average for classification purposes.

**I HAVE A YEAR ABROAD/PLACEMENT YEAR – HOW DOES THE SAFETY NET APPLY TO ME?**

Your classification mark will be protected by the safety net where you have taken a year of study contributing to your classification in either 2019-20 or 2020-21, as described above.

Please see the [Degree Classifications and Safety Net page](#) on My UEA for examples of how the safety net will be applied this year.

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**I'M IN THE SECOND YEAR OF MY BACHELORS DEGREE/SECOND YEAR OF MY INTEGRATED MASTERS DEGREE – WHAT DOES THE SAFETY NET MEAN FOR ME?**

You will not be affected by the safety net as this covers performances in academic years 2019-20 and 2020 –21 only.

If you have circumstances that are affecting your studies (related to COVID-19 or not), you can [submit extenuating circumstances requests](#) to ensure that you are not disadvantaged. There's also a wide range of wellbeing, study and finance support available for students via [Student Services](#).

**I'M A POSTGRADUATE TAUGHT STUDENT ON A ONE YEAR MASTERS PROGRAMME – WHAT DOES THIS MEAN FOR ME?**

You will not be affected by the safety net as this covers performances in academic years 2019-20 and 2020 –21 only.

If you have circumstances that are affecting your studies (related to COVID-19 or not), you can [submit extenuating circumstances requests](#) to ensure that you are not disadvantaged. There's also a wide range of wellbeing, study and finance support available for students via [Student Services](#).

**I HAVE EXPERIENCED COVID-RELATED CIRCUMSTANCES THIS ACADEMIC YEAR WHICH HAVE AFFECTED MY PERFORMANCE. HOW WILL THIS BE TAKEN INTO ACCOUNT?**

If you have circumstances that are affecting your studies (related to COVID-19 or not), you can [submit extenuating circumstances requests](#) to ensure that you are not disadvantaged. There's also a wide range of wellbeing, study and finance support available for students via [Student Services](#).

**I HAVE QUESTIONS ABOUT THE SAFETY NET – WHO SHOULD I CONTACT?**

You can contact your Course Director, academic adviser or your [LTS Hub Team](#) if you are unsure about any aspects or have further questions.



### **Option for Remote Study in Semester One**

Dear students,

We hope you're keeping safe and well wherever you are in the world.

We understand that students may be concerned about the continually changing situation surrounding the COVID-19 pandemic, with cases rising in many countries, restrictions both regionally and internationally, and concerns around the availability of COVID-19 testing.

In light of this, the University has reviewed its policy on eligibility for remote study – i.e. being able to study completely online - in the first semester of academic year 2020/21. Previously, the University were considering applications for remote study based on reasonable adjustments under the Equality Act 2010. **We are now extending the option for remote study in Semester One to all undergraduate and postgraduate taught students who have concerns about participating in face to face teaching or studying on campus.** Please note this will be dependent on your course being able to be delivered completely online.

If you would like to request the option to study remotely for Semester One, please follow the processes below:

**New students:** Please email [newstudents.remotestudyneed@uea.ac.uk](mailto:newstudents.remotestudyneed@uea.ac.uk) to explain your concerns and we will be in touch to discuss your options.

**Returning students:** Please email [returners\\_support@uea.ac.uk](mailto:returners_support@uea.ac.uk) to explain your concerns about returning to campus and we will be in touch to discuss your options.

If you have previously requested remote study for Semester One but were not eligible at the time, please let us know so that we can reconsider your application in light of the recent change. If you have already requested to study remotely and have had this approved, this still stands and you do not need to do anything more.

It's important to note that this does not mean that all teaching is being put online – **the University will still be offering in-person, on-campus teaching where safe and practically possible**, blended with live and on-demand online teaching. There are a number of safety measures in place to make sure that campus is as safe as possible – you can watch our latest [Safety First video](#) to see what we've done and what students need to do to keep each other safe.

If you're experiencing difficulties with your wellbeing, physical or mental health as a result of COVID-19, or require other support and advice to help you access your studies at this time, please contact Student Services via [studentsupport@uea.ac.uk](mailto:studentsupport@uea.ac.uk). Even if you choose to study remotely, it's still really important that you let us know of any additional support needs so that we can put plans in place to support you.

If you have any further questions about remote study, please contact either [newstudents.remotestudyneed@uea.ac.uk](mailto:newstudents.remotestudyneed@uea.ac.uk) or [returners\\_support@uea.ac.uk](mailto:returners_support@uea.ac.uk).

Best wishes,

### Student FAQs

Updated 04.02.2021

On 4 January, the Prime Minister announced new national restrictions for England – you can find details of what you can and cannot do on the [Government's website](#).

Please read below for more information on how the restrictions affect UEA and higher education provision.

#### **WHAT IS HAPPENING WITH TEACHING AT UEA IN LIGHT OF CONTINUING NATIONAL RESTRICTIONS?**

As part of the continuing national restrictions, and in light of the recent Government announcement on the continued restrictions on schools until at least 8 March, the University has decided that all teaching and in-person supervision, with some specific exemptions, **will be online until at least the Easter break, which begins on 27 March.**

There are specific courses and circumstances where students can be on campus. These are:

- Students who are on professionally regulated courses in MED, HSC, PGCEs in EDU, Social Work or Pharmacy but only where in-person activity is required for the regulatory aspects of the course to be maintained.
- **Students in CHE, BIO (Level 7) and ENG (Level 7 mechanical) from week beginning 8 March** for practical lab sessions. Please check with your course leader if you are uncertain as to whether this applies to you.
- SCI MSc students needing to access labs to undertake full-time research projects **from week beginning 8 March.**
- Students who are without access to appropriate study spaces or facilities in their vacation accommodation
- Students who require additional support at UEA, including for mental health issues
- Students who stayed at UEA over the winter break, including international students
- Students who are required to undertake on-site learning or exams/assessments in order to qualify with professional accreditation
- Researchers and research students who require access to specialist facilities that are only available on campus
- International students who have already made travel plans that cannot be delayed

The University will continue to keep the national COVID situation under review. Given the uncertainties around COVID and the Government's advice and restrictions, we cannot yet be certain about the particular teaching arrangements after Easter – but we hope to be able to provide in-person learning and teaching on campus for the third part of the Semester (week commencing 26 April) if Government measures allow. It is our hope to be able to welcome all students who wish to and are able to return to campus as soon as possible.

#### **HAVE ANY OF THE EXEMPTIONS CHANGED IN TERMS OF WHICH STUDENTS CAN COME TO CAMPUS?**

Yes – we have made further allowances to enable those students where some on-campus activity is essential to be supported. We will be planning to deliver practical lab classes to students in Chemistry and in parts of Biological Sciences (Level 7 students) and Engineering (level 7 mechanical)

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from the week beginning 8 March. SCI MSc students who need to access labs to undertake their full-time research projects will also be supported to return. If you are unsure as to whether this applies to you, please check with your course leader.

We will continue to provide in-person teaching and training to students on PSRB courses that have already been exempted.

#### **I DON'T HAVE APPROPRIATE STUDY SPACE/FACILITIES TO STUDY AT HOME – CAN I COME TO CAMPUS?**

Students who are not currently living in an environment that is conducive to home study are permitted by current government guidance to return to their UEA / Norwich accommodation should they wish to. We will be keeping essential campus facilities such as the Library open and will seek to open other facilities, such as the Sportspark when government guidance allows us to do so. If you are coming on to campus regularly to access the Library, laboratories, work space or other facilities, we strongly recommend that you get a free [lateral flow test](#) twice a week in line with Government guidance.

#### **WILL STUDENTS NEED TO BE TESTED FOR COVID-19?**

If you are receiving in-person teaching, living on campus or regularly using campus facilities such as the Library, we strongly recommend that you get a free [lateral flow test](#) twice a week in line with Government guidance using our rapid testing facility at Congregation Hall. The facility is open six days a week and is quick, easy and free – you can find out more and book your tests on [My UEA](#).

#### **WILL UEA BE OFFERING RENT REBATES TO STUDENTS WHO CAN'T RETURN TO UEA RESIDENCES?**

The University had previously announced an eight-week rent rebate for all students who have a UEA Accommodation license but were unable to occupy their room due to the national restrictions. This has been extended to a twelve-week rebate in line with our approach for January and February – the Accommodation Office will contact all students in residences with details shortly.

#### **WILL THE UNIVERSITY HAVE A NO-DETRIMENT POLICY FOR ALL TAUGHT STUDENTS THIS YEAR?**

The University recognises the significant impact the ongoing circumstances may have on taught students, and there is a No Detriment Approach and Safety Net for academic year 2020-21 - students can read the policy in full on [My UEA](#), as well as some [No Detriment/Safety Net FAQs](#).

#### **IF I NEED TO TAKE ANY REASSESSMENTS THIS YEAR, WILL I HAVE TO PAY A FEE?**

Every year, following decisions by their exam board, some students take reassessment such as an exam or coursework. There is normally a fee associated with this, but we can confirm that students on taught programmes will not be charged reassessment fees in the current academic year (2020/21).

#### **WHAT FACILITIES/SERVICES WILL REMAIN OPEN FOR THOSE ON CAMPUS?**

Critical campus services, including the Library (unless otherwise instructed by government), will remain open.

#### **DO I NEED TO GET APPROVAL FROM THE UNIVERSITY IN ORDER TO RETURN TO CAMPUS?**

The Government has advised that wherever possible, all students should remain in their vacation accommodation and study remotely from there, except in the list of exemptions detailed on their [website](#). The list of exemptions can also be found in an FAQ above.

If your course is not listed but you believe that you fall into one of the other exemptions – for example, if you don't have access to appropriate facilities or study space in your vacation accommodation – you don't need to get in touch with the University to get approval to return to

campus, or provide evidence/demonstrate that you meet the criteria. The guidance provided by both the Government and the University is there to help students make an informed decision about whether returning to campus is the best decision for them in the current circumstances.

#### **WHAT MENTAL HEALTH AND WELLBEING SUPPORT IS AVAILABLE FOR STUDENTS AT THIS TIME?**

UEA is committed to support all students at this difficult time. All students, regardless of where they are, can access support from [Student Services](#) and 24/7 support from [Health Assured](#).

There are also many sources of external support which can be found on our [COVID-19 Wellbeing Resources page](#).

#### **WHAT FINANCIAL SUPPORT IS AVAILABLE FOR STUDENTS?**

Students whose financial circumstances have changed may be eligible for financial support through [Student Finance England](#) – you can apply for help within an academic year up to nine months after it starts.

Students worried about their finances can also access support via [Student Services](#).

The next bursary payment for students who are eligible is due on 19 February – these payments range from £400-1250. If students have any questions on bursaries, please contact the UEA Bursaries team on [bursaries@uea.ac.uk](mailto:bursaries@uea.ac.uk).

#### **I'M A STUDENT WHO IS A PARENT/HAS CARING RESPONSIBILITIES - WHAT SUPPORT IS AVAILABLE FOR ME?**

We know that students who are parents and those with caring responsibilities may be facing additional pressures at this time. We encourage all students in this situation to contact their academic advisers if they think they may miss deadlines or cannot engage in teaching.

Please also see the [University's No Detriment Approach and Safety Net use](#) for this academic year, which details the steps we have taken to ensure students are not disadvantaged and the measures in place to support academic progression.

All students can also access support from [Student Services](#) and 24/7 support from [Health Assured](#).

#### **General COVID-19 FAQs**

Students should watch our Safety First video to understand the measures we've put in place this year and to know what we all need to do to keep each other safe:

[insert video here]

Students also need to:

- Use our [Covid Checklist](#) if you get symptoms of coronavirus to understand what to do next
- Let us know if you have symptoms, have tested positive or are self-isolating through our [Covid-19 and Self-Isolation Notification form](#), so that we can put support in place for you
- Read our [Staying Safe at UEA student protocol](#) which details how we all need to behave in an appropriate way and follow Covid measures to keep us all safe
- Understand your responsibilities as detailed in the [Student Safety Pledge](#)

We also strongly encourage students to download and use the [NHS Test and Trace app](#).

If you have questions that aren't covered below, you can use our [Covid-19 Live Chat service](#), email [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk) or call 0300 303 4516 (monitored Monday-Friday 09.00-17.00, Saturday-Sunday 10.00-16.00)

#### **WHAT SAFETY MEASURES HAVE THE UNIVERSITY PUT IN PLACE?**

The health and wellbeing of all our students and staff is of the highest priority. We're running a rapid COVID testing facility to help keep everyone on campus safe. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

We've changed our timetable and introduced one-way systems and marked areas to help maintain social distancing. There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a [DoorMate](#), which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

We also have a 'Safety First' campaign across campus and online, including a [Covid Checklist](#) (UEA login needed) with clear steps on what to do if staff or students have symptoms. All students are required to watch our [Safety First video](#) to understand how to keep themselves and others safe.

#### **DO STUDENTS HAVE TO WEAR FACE COVERINGS?**

As with the rest of the UK, face coverings must be worn where they are required by law. This means when in shops on campus and other buildings such as the Sainsbury Centre. As part of our work to make campus as safe as possible, face coverings are required to be worn by all students, staff and visitors while moving around in University buildings, in all teaching spaces and in any crowded external areas.

You will also be required to wear a face covering in the Library - please see their [FAQs](#) for more information.

We have provided all students and staff with two washable, reusable face coverings.

Students who cannot wear face coverings for medical reasons do not need to provide evidence of exemption. Coverings can also be removed for eating and drinking, and once at your work stations, study space or other non-teaching areas that are arranged to provide 2m social distancing.

Please check the [Government advice](#) to stay up to date.

#### **WHAT SUPPORT IS AVAILABLE TO ME IF I NEED TO SELF-ISOLATE?**

We understand that students may be worried about potentially having to self-isolate, and the University is ready to help at this difficult time. We can assist with food deliveries, cleaning materials and wellbeing support.

We can provide support with:

**Food/Shopping** – There are a number of options available. Campus Kitchen are offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus are offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we will be able to provide support – and if students can't get food for their first night in isolation, we will be able to provide them with a meal free of charge if they're living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).

**Cleaning** – We'll provide a range of cleaning materials to those isolating on campus so students can keep their flats as clean as possible.

**Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services, the Residential Life Team, and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need, and can also set up a Microsoft Teams chat for households isolating on campus so that they can stay in touch.

The Student Services Covid Support Team will contact you by Microsoft Teams or telephone at the beginning of your self-isolation period to check in and make sure you have all the information you need. You will have the opportunity to discuss any specific circumstances or support that you may require during self-isolation with a Covid Support Team member and they will arrange follow-up phone calls both during, and after your self-isolation period. The Team are available between 9 am and 9 pm on weekdays and 9 am to 6 pm on weekends.

If you would like to arrange for a member of the Student Services Covid Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

#### **I NEED TO SELF-ISOLATE BECAUSE OF TRAVEL - WHAT DO I NEED TO DO?**

Please follow the [government guidance on self-isolation](#) because of travel for details on what you need to do.

You can also find more information on what you need to do and support available in our [Self-Isolation Guide](#) on My UEA.

#### **DO I NEED TO DOWNLOAD THE NHS TEST AND TRACE APP?**

The University is fully supporting the new NHS Covid-19 Test and Trace app – due to launch on Thursday 24 September – and urges all staff and students to download and use it.

The app will alert you if you have been near those who have tested positive, inform you of the level of risk in your postcode, check if you have the symptoms of coronavirus, help you book a test and get the result, and give advice on self-isolation and a countdown timer.

There is also a 'check-in' feature, which means you will be alerted if you have recently visited a venue where you may have come into contact with the virus. You will see QR codes at campus locations such as cafes, restaurants and the Sainsbury Centre – by scanning the QR code on entry, you will build up a digital diary on your phone of the venues you have visited. This can support discussions with contact tracers if you become ill with coronavirus, and means important public health messages can be sent to relevant app users' phones if needed.

It's important to note that all information collected by the new app is stored anonymously on your phone – not centrally. This makes it very secure and means your personal information and privacy are well protected.

To download the NHS COVID-19 App, search for “NHSCOVID-19” in the App Store / Google Play Store on your phone.

If you have any concerns about the NHS app, please contact [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk).

**I HAVE QUESTIONS ABOUT MY TIMETABLE/MODULES - WHAT SHOULD I DO?**

If you have any questions about your timetable or modules, please contact your Learning and Teaching Hub – you can find their [contact details](#) on My UEA.

We've also collated some answers to some of the most common student academic queries which you can read [here](#).



**Student FAQs – Update 14.10.20**

# SAFETY FIRST

**COVID-19**

All students need to watch our Safety First video to understand the measures we've put in place this year and to know what we all need to do to keep each other safe. It counts on all of us respecting each other and our community – let broadcaster and author Mark Thompson talk you through our safety measures for 2020/21:

[insert [Safety First video](#)]

Students also need to:

- Use our [Covid Checklist](#) if you get symptoms of coronavirus to understand what to do next
- Let us know if you have symptoms, have tested positive or are self-isolating through our [Covid-19 Notification form](#), so that we can put support in place for you
- Read our [Staying Safe at UEA](#) student protocol which details how we all need to behave in an appropriate way and follow Covid measures to keep us all safe
- Understand your responsibilities as detailed in the [Student Safety Pledge](#)

All students can get a free swab test for Covid-19 as part of UEA's testing initiative – for more information and to sign-up for a test, please visit the [Covid-19 Testing Scheme pages](#) on My UEA.

We also strongly encourage students to download and use the [NHS Test and Trace app](#).

If you have questions that aren't covered below, you can use our [Covid-19 Live Chat service](#), email [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk) or call 0300 303 4516 (monitored Monday-Friday 09.00-17.00, Saturday-Sunday 10.00-16.00)

**WHAT'S HAPPENING WITH TEACHING THIS YEAR? WILL STUDENTS BE TAUGHT ON CAMPUS?**

There are five key elements of teaching and learning at UEA this year:

- In-person, on-campus teaching
- Online interactive teaching
- On-demand online sessions
- Individual or collaborative set work
- Independent study

We are trying to give students as much face-to-face teaching as is safely and practically possible – in order to teach in a Covid-secure environment, social distancing, reduced capacity and increased cleaning have had to be factored in. We have had to start the term with the balance more towards online delivery, but we are working on building up face-to-face teaching on campus over the year, Covid permitting.

**WHAT SAFETY MEASURES HAVE THE UNIVERSITY PUT IN PLACE?**

The health and wellbeing of all our students and staff is of the highest priority. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

We've changed our timetable and introduced one-way systems and marked areas to help maintain social distancing. There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a [DoorMate](#), which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

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### **WILL STUDENTS HAVE TO WEAR FACE COVERINGS?**

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You will also be required to wear a face covering when moving around in the Library, but not whilst studying in the Library study spaces.

We have provided all students and staff with two washable, reusable face coverings.

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Please check the [Government advice](#) to stay up to date.

### **I HAVE CONCERNS ABOUT ARRIVING ON CAMPUS OR TAKING PART IN FACE TO FACE LEARNING DUE TO MY PERSONAL CIRCUMSTANCES, WHAT CAN YOU DO TO SUPPORT ME?**

Following new circumstances arising this month, including changes made by UK Government, we have reviewed again the scope of flexibility of study options we can provide to students at the start of the new semester. In light of these new circumstances we will consider, where possible, any requests to start courses in an online only format to begin with this semester. It is important to be

aware that this option is not possible for every course offered at UEA, for example those with practical and/or practice based elements.

If any student wishes to consider this option they should email [returners\\_support@uea.ac.uk](mailto:returners_support@uea.ac.uk) if they are a returning student, and if starting as a new student in 2020/21 [newstudents.remotestudyneed@uea.ac.uk](mailto:newstudents.remotestudyneed@uea.ac.uk).

### **WHAT SUPPORT IS AVAILABLE TO ME IF I NEED TO SELF-ISOLATE?**

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### **DO I NEED TO DOWNLOAD THE NHS TEST AND TRACE APP?**

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The app will alert you if you have been near those who have tested positive, inform you of the level of risk in your postcode, check if you have the symptoms of coronavirus, help you book a test and get the result, and give advice on self-isolation and a countdown timer.

There is also a 'check-in' feature, which means you will be alerted if you have recently visited a venue where you may have come into contact with the virus. You will see QR codes at campus locations such as cafes, restaurants and the Sainsbury Centre – by scanning the QR code on entry, you will build up a digital diary on your phone of the venues you have visited. This can support

discussions with contact tracers if you become ill with coronavirus, and means important public health messages can be sent to relevant app users' phones if needed.

It's important to note that all information collected by the new app is stored anonymously on your phone – not centrally. This makes it very secure and means your personal information and privacy are well protected.

To download the NHS COVID-19 App, search for "NHSCOVID-19" in the App Store / Google Play Store on your phone.

If you have any concerns about the new NHS app, please contact [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk).

## **WHAT ABOUT STUDENT MAINTENANCE LOANS AND BURSARIES - ARE THERE ANY CHANGES?**

It's been a very uncertain year and not surprisingly many people have worries about their financial circumstances. UEA is here to help and we've put some extra measures in place to support students encountering financial difficulties.

As usual students need to apply to [Student Finance England \(SFE\)](#) to see if they are eligible for a maintenance loan from SFE and bursary from UEA for the next academic year. We encourage you to apply as soon as possible. UEA will use SFE financial information, with your consent to share, to assess your eligibility for a bursary.

This assessment will look at your household income for the 2018/19 financial year so if your financial circumstances have changed it might be wise to consider asking SFE to reassess your case. This means that even if you weren't eligible for extra support previously, you might be in 2020/21.

This year we've also arranged for students who are eligible for a UEA bursary to be paid their first instalment earlier than usual, on the 25th September. This will also be a larger slice of your entitlement with half paid upfront and then half in February. We hope this will help students buy what they need to support their studies, whether that's new technology, books or other materials. You can find out more on [our bursaries page](#).

## **I HAVE QUESTIONS ABOUT MY TIMETABLE/MODULES – WHAT SHOULD I DO?**

If you have any questions about your timetable or modules, please contact your Learning and Teaching Hub – you can find their [contact details](#) on My UEA.

We've also collated some answers to some of the most common student academic queries which you can read [here](#).

## **WILL SPORTS FACILITIES AND CLUBS BE UP AND RUNNING?**

Sportspark is open in accordance with government guidelines. [Read about the measures they're putting in place](#) so you can enjoy their world-class facilities safely.

[UEA Sport](#) will also be running a number of activities and initiatives to get students involved in sports and physical activity. With 58 sports clubs on offer, from archery and ballet, to rowing and cricket, there's plenty of choice. UEA Sport will provide support and ensure sessions are run according to government and Sporting National Governing Body guidelines. Where clubs cannot train because of social distancing, we will run online classes and challenges so they can still participate in sports club activities. As well as sports clubs activities, UEA Sport will continue to run their award-winning Active Campus participation programme, including initiatives such as wellbeing dog walks, day trips

to local areas, drop-in sports and group exercise classes, inter-faculty competitions and events, all of which adhering to social distancing and government guidelines.

### **HOW WILL I BE ABLE TO TRAVEL TO AND FROM CAMPUS SAFELY?**

Cycling from Norwich City Centre to campus is easy. UEA is located on a Pink Pedalway route which crosses the city. We have more than 3,000 cycle racks, secure covered parking for bicycles and a bike servicing unit on campus. We also have hire bikes around campus and bike stands outside our city centre student accommodation so you can cycle around without having to invest in your own bike. We're also teaming up with the City Council to see if Norwich can be a trial area for rental e-bikes and e-scooters.

There are regular buses from the town centre to campus and bus companies have reduced capacity inside to ensure passengers can socially distance. They have also enhanced their cleaning. One of the largest bus companies, First Bus, will be running buses more frequently in the evening and night time and they have invested in new and larger buses to help transport people around the city safely.

Don't forget that face coverings are mandatory on public transport.

### **I'M AN INTERNATIONAL STUDENT. WHAT HAPPENS IF I'M UNABLE TO ARRIVE ON TIME FOR THE START OF THE SEMESTER OR IF I'M AFFECTED BY TRAVEL RESTRICTIONS?**

We will ensure that students who are unable to return to UEA in September to commence face-to-face teaching can continue to participate virtually and as fully as possible, until such time as they are able to join us. Please note that the last date of on campus registration is 26 October.

We are also taking steps to provide flexible arrival options so international students who are required to self-isolate will be able to arrive two weeks before their semester commences, with those staying in UEA accommodation able to access their room early. You will have access to a comprehensive set of virtual learning tools, access to your lecturers and our [digital library](#). This will ensure that you are able to commence learning and transition seamlessly into your classes.

### **I NEED TO SELF-ISOLATE BECAUSE OF TRAVEL – WHAT DO I NEED TO DO?**

Please follow the [government guidance on self-isolation](#) because of travel for details on what you need to do.

You can also find more information on what you need to do and support available in our [Self-Isolation Guide](#) on My UEA.

**Student FAQs – updated 11.05.21****Updated 11 May 2021**

The Government recently confirmed that all remaining students can return to university for in-person teaching from **Monday 17 May**. Universities Minister, Michelle Donelan MP, has written a [letter to all students](#) explaining the government's decision and offering additional information and support.

If you have not already returned and are now planning to, please be reassured the University is here to welcome you back and support you, and we hope that you're looking forward to connecting with your friends and course mates and enjoying all that our vibrant campus has to offer.

As the roadmap continues to take effect, it's important that we all keep going [COVID safety measures](#) to help keep each other safe. Students should:

- Use our [COVID Checklist](#) if you get symptoms of coronavirus to understand what to do next
- Let us know if you have symptoms, have tested positive or are self-isolating through our [COVID-19 and Self-Isolation Notification form](#), so that we can put support in place for you
- Read our [Staying Safe at UEA student protocol](#) which details how we all need to behave in an appropriate way and follow Covid measures to keep us all safe
- Understand your responsibilities as detailed in the [Student Safety Pledge](#)

We also strongly encourage students to download and use the [NHS Test and Trace app](#).

If you have questions that aren't covered below, you can use our [COVID-19 Live Chat service](#), email [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk) or call 0300 303 4516 (monitored Monday-Friday 08.00-18.00, Saturday 09.00-14.00, Sunday Closed)

Please read the FAQs below for information on how the proposed relaxation of restrictions affects UEA.

## WHEN WILL ALL STUDENTS BE ABLE TO RETURN TO CAMPUS?

The Government announced on 10.05.21 that all students will be able to return to university for in-person teaching from **Monday 17 May**, in line with Step 3 of the Roadmap. Universities Minister, Michelle Donelan MP, has written a [letter to all students](#) explaining the government's decision and offering additional information and support.

All undergraduate and postgraduate taught students will have received an email from Professor Emma Sutton, Pro Vice-Chancellor for Student Experience and Education, on Tuesday 11 May with details of what this announcement means for students – you can read this on [My UEA](#) (login required). Schools of Study will be in touch with their students directly over the coming days to



confirm arrangements for any in-person teaching sessions or activities scheduled further to the 17 May.

This does not alter existing arrangements for students who have already returned for essential in-person activity.

### **I CAN'T RETURN TO CAMPUS/WANT TO CONTINUE STUDYING REMOTELY – WHAT SHOULD I DO?**

The University recognises that it may not be practical for some students to attend in-person activities at university this late in the academic year, and that some of you may need to continue studying remotely for the time being. If this is the case, please be reassured that your School will do their best to make any activities as inclusive as possible, and to make it easier for students **you do not need to complete a remote study request**.

### **DO I NEED TO DO ANYTHING BEFORE RETURNING TO CAMPUS?**

Yes. Please [complete this form](#) to let UEA know if you're planning on travelling to campus – this allows UEA to understand who may need to quarantine in line with Government guidance after travelling from overseas, and to make sure these students have all the information and support they need. Students who need to quarantine may be contacted by the [COVID Support Team](#) after completing the form to discuss support options available.

You should also get tested for COVID-19 before travelling to campus – please see below for further details.

## **WILL STUDENTS NEED TO BE TESTED FOR COVID-19 WHEN RETURNING TO CAMPUS?**

Yes. Students are encouraged to test before they travel back to university, either through their local community testing programme or by [ordering a test online](#). If students are travelling to university from areas which are undergoing [surge testing](#), different public health guidance applies and they should ensure they get tested before they travel. If students test positive, they must not travel to university and isolate with their household immediately.

On returning to university, students should take three tests using UEA's testing centre, four days apart. Students can book these in advance on [My UEA](#).

Students should then test twice a week, either at UEA's testing centre or at home as appropriate. For more information on COVID testing at UEA, please see our [COVID lateral testing pages](#).

Please note that rapid testing is for those who are asymptomatic – if you have symptoms of COVID-19, you should self-isolate and get a test through the [NHS scheme](#).

End of Semester 1 & Returning for Semester 2 - FAQs (last updated Tuesday 15 November)

## **WHEN SHOULD I RETURN TO UEA AFTER THE WINTER BREAK?**

The government is suggesting students stagger their return over a four-week period starting from Monday 4 January, with all students being strongly encouraged to take a rapid Covid test on their return. This will enable students to have a test ahead of resuming in-person teaching or assessment activity.

In order to help stagger your return the University would suggest the following dates, weeks beginning:

- **04 January 2021** – Students in the Faculty of Medicine and Health Sciences (FMH) and placements or practical study
- **11 January 2021** – Students in the Faculty of Science (SCI)
- **18 January 2021** – Students in the Faculty of Social Sciences (SSF)
- **25 January 2021** – Students in the Faculty of Humanities (HUM)

If you need to return to the University earlier you are welcome, for example if you need to access study spaces, support services or to facilitate your studies.

We recognise that many international students returning home for the winter holidays will already have booked return flights to the UK, and the University does not expect you to change these arrangements unless you wish to. If you have already booked return flights, you are welcome to return to campus according to your travel schedule.

All students have been sent an email regarding the above, and this can be read on [My UEA](#).

## **DO I NEED TO GET A COVID TEST WHEN RETURNING TO UNIVERSITY AFTER THE WINTER BREAK?**

The Government is strongly recommending that students get tested for COVID-19 on their return to university, and UEA will be offering rapid COVID tests from 4 January – for more information, please see our [rapid COVID testing pages](#) on My UEA.

By taking a test, you will help to stop the spread of the virus, protect other people and save lives. The lateral flow tests are designed to detect the level of virus in individuals who do not experience or show any symptoms (they are asymptomatic), but who could still be infectious and pass the virus to others.

## **I NEED TO PROVE I'VE TESTED NEGATIVE FOR COVID-19 AFTER ARRIVING FROM ABROAD – CAN I USE THE RAPID TESTING SCHEME FOR THIS?**

The University is exploring the option of offering students a PCR test which could help to reduce the self-isolation period for students arriving from some countries from 10 days to 5 days. The portal will be updated with further information as soon as this is available.

## **I'M STAYING AT UNIVERSITY OVER THE WINTER BREAK – WHAT SUPPORT IS AVAILABLE FOR ME?**

UEA and uea(su) have put together a '[Winter Warmth](#)' programme of activities and support for students staying at university over the winter break – this includes welfare support across the entire winter break and opportunities to stay active and have some fun.

## **WHAT FACILITIES WILL REMAIN OPEN OVER THE WINTER BREAK?**

Please see the [Winter Warmth page](#) on My UEA for a full list of services available and opening times of facilities across the winter break.

## **I'M A HEALTHCARE STUDENT AND MY PLACEMENT GOES ON BEYOND 9 DECEMBER - WHAT SHOULD I DO?**

Healthcare students who are on placements are considered essential workers and should therefore remain in their placements until the end of term. You can then travel home for the holidays, following the public health guidance.

Students on placement can use the [rapid testing initiative](#), or if you need a test after the 9 December you can get a COVID test from the [NTI testing scheme](#) which will be running on the 11, 12, 14 and 17 December from 8am to 3pm.

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General FAQs (last updated Monday 9 November)

## **WHAT'S HAPPENING WITH TEACHING THIS YEAR? WILL STUDENTS BE TAUGHT ON CAMPUS?**

There are five key elements of teaching and learning at UEA this year:

- In-person, on-campus teaching
- Online interactive teaching
- On-demand online sessions
- Individual or collaborative set work
- Independent study



We are trying to give students as much face-to-face teaching as is safely and practically possible – in order to teach in a Covid-secure environment, social distancing, reduced capacity and increased cleaning have had to be factored in. We have had to start the term with the balance more towards online delivery, but we are working on building up face-to-face teaching on campus over the year, Covid permitting.

## WHAT SAFETY MEASURES HAVE THE UNIVERSITY PUT IN PLACE?

The health and wellbeing of all our students and staff is of the highest priority. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

We've changed our timetable and introduced '[keep-left systems](#)' and marked areas to help maintain social distancing. There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a [DoorMate](#), which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

We also have a 'Safety First' campaign across campus and online, including a [Covid Checklist](#) (UEA login needed) with clear steps on what to do if staff or students have symptoms. All students are required to watch our [Safety First video](#) to understand how to keep themselves and others safe.

## DO STUDENTS HAVE TO WEAR FACE COVERINGS?

As with the rest of the UK, face coverings must be worn where they are required by law. This means when in shops on campus and other buildings such as the Sainsbury Centre. As part of our work to make campus as safe as possible, face coverings are required to be worn by all students, staff and visitors while moving around in University buildings, in all teaching spaces and in any crowded external areas.

You will also be required to wear a face covering in the Library - please see their [FAQs](#) for more information.

We have provided all students and staff with two washable, reusable face coverings.

Students who cannot wear face coverings for medical reasons do not need to provide evidence of exemption. Coverings can also be removed for eating and drinking, and once at your work stations, study space or other non-teaching areas that are arranged to provide 2m social distancing.

Please check the [Government advice](#) to stay up to date.

## **I HAVE CONCERNS ABOUT TAKING PART IN FACE TO FACE LEARNING DUE TO MY PERSONAL CIRCUMSTANCES, WHAT CAN YOU DO TO SUPPORT ME?**

We have reviewed again the scope of flexibility of study options we can provide to students at the start of the new semester. We will consider, where possible, any requests to start courses in an online only format. It is important to be aware that this option is not possible for every course offered at UEA, for example those with practical and/or practice based elements.

If any student wishes to consider this option they should email [returners\\_support@uea.ac.uk](mailto:returners_support@uea.ac.uk) if they are a returning student, and if starting as a new student in 2020/21 [newstudents.remotestudyneed@uea.ac.uk](mailto:newstudents.remotestudyneed@uea.ac.uk).

## **WHAT SUPPORT IS AVAILABLE TO ME IF I NEED TO SELF-ISOLATE?**

We understand that students may be worried about potentially having to self-isolate, and the University is ready to help at this difficult time. We can assist with food deliveries, cleaning materials and wellbeing support.

We can provide support with:

**Food/Shopping** – There are a number of options available. Campus Kitchen are offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus are offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we will be able to provide support – and if

students can't get food for their first night in isolation, we will be able to provide them with a meal free of charge if they're living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).

**Cleaning** – We'll provide a range of cleaning materials to those isolating on campus so students can keep their flats as clean as possible.

**Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services, the Residential Life Team, and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need, and can also set up a Microsoft Teams chat for households isolating on campus so that they can stay in touch.

## DO I NEED TO DOWNLOAD THE NHS TEST AND TRACE APP?

The University is fully supporting the new NHS Covid-19 Test and Trace app – due to launch on Thursday 24 September – and urges all staff and students to download and use it.

The app will alert you if you have been near those who have tested positive, inform you of the level of risk in your postcode, check if you have the symptoms of coronavirus, help you book a test and get the result, and give advice on self-isolation and a countdown timer.

There is also a 'check-in' feature, which means you will be alerted if you have recently visited a venue where you may have come into contact with the virus. You will see QR codes at campus locations such as cafes, restaurants and the Sainsbury Centre – by scanning the QR code on entry, you will build up a digital diary on your phone of the venues you have visited. This can support discussions with contact tracers if you become ill with coronavirus, and means important public health messages can be sent to relevant app users' phones if needed.

It's important to note that all information collected by the new app is stored anonymously on your phone – not centrally. This makes it very secure and means your personal information and privacy are well protected.

**To download the NHS COVID-19 App, search for "NHSCOVID-19" in the App Store / Google Play Store on your phone.**

If you have any concerns about the NHS app, please contact [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk).

## I HAVE QUESTIONS ABOUT MY TIMETABLE/MODULES - WHAT SHOULD I DO?

If you have any questions about your timetable or modules, please contact your Learning and Teaching Hub – you can find their [contact details](#) on My UEA.

We've also collated some answers to some of the most common student academic queries which you can read [here](#).



## WILL SPORTS FACILITIES AND CLUBS BE UP AND RUNNING?

Sportspark has reopened in accordance with government guidelines. [Read about the measures they're putting in place](#) so you can enjoy their world-class facilities safely.

[UEA Sport](#) will also be running a number of activities and initiatives to get students involved in sports and physical activity. With 58 sports clubs on offer, from archery and ballet, to rowing and cricket, there's plenty of choice. UEA Sport will provide support and ensure sessions are run according to government and Sporting National Governing Body guidelines. Where clubs cannot train because of social distancing, we will run online classes and challenges so they can still participate in sports club activities. As well as sports clubs activities, UEA Sport will continue to run their award-winning Active Campus participation programme, including initiatives such as wellbeing dog walks, day trips to local areas, drop-in sports and group exercise classes, inter-faculty competitions and events, all of which adhering to social distancing and government guidelines.

## HOW WILL I BE ABLE TO TRAVEL TO AND FROM CAMPUS SAFELY?

Cycling from Norwich City Centre to campus is easy. UEA is located on a Pink Pedalway route which crosses the city. We have more than 3,000 cycle racks, secure covered parking for bicycles and a bike servicing unit on campus. We also have hire bikes around campus and bike stands outside our city centre student accommodation so you can cycle around without having to invest in your own bike. We're also teaming up with the City Council to see if Norwich can be a trial area for rental e-bikes and e-scooters.

There are regular buses from the town centre to campus and bus companies have reduced capacity inside to ensure passengers can socially distance. They have also enhanced their cleaning. One of the largest bus companies, First Bus, will be running buses more frequently in the evening and night time and they have invested in new and larger buses to help transport people around the city safely.

Don't forget that face coverings are mandatory on public transport.

## I NEED TO SELF-ISOLATE BECAUSE OF TRAVEL - WHAT DO I NEED TO DO?

Please follow the [government guidance on self-isolation](#) because of travel for details on what you need to do.

You can also find more information on what you need to do and support available in our [Self-Isolation Guide](#) on My UEA.

**Student FAQs to follow student message on 25.02.21****Updated 25.02.21**

The Government recently published their 'roadmap' out of lockdown – you can read this in full on their [website](#). They have also published [separate guidance](#) on how this affects higher education provision.

As the roadmap begins to take effect, it's important that we all continue to follow [COVID safety measures](#) to help keep each other safe.

Please read the FAQs below for information on how the proposed relaxation of restrictions affects UEA.

**What is happening with teaching at UEA in light of the 'roadmap' announcement?**

In addition to those students permitted to return in January, we can confirm that on-campus sessions will start taking place from 8 March for students on practical courses who need to access campus for specialist facilities to complete their course requirements.

Students on these courses should have already been told to prepare for return and will now have plans confirmed by their Schools. These arrangements apply to specific cohorts in in BIO, ENG, CHE, and EDU, as well as PPL Broadcast Journalism at Epic Studios. Some students in FMH may also extend their on-campus activity.

**When will all students be able to return to campus?**

Subject to a final Government review on or around 12 April, we are hopeful that all students will be able to return to campus in time for the final part of the semester which starts on Monday 26 April. We advise that students start to plan ahead and prepare to potentially return to campus during the Easter break, but to await final confirmation before departing. This will help stagger the return of students and ensure everyone has access to rapid COVID testing. We will update students as soon as possible following the Government review in April.

**Are there any other circumstances in which students can return to campus before the final part of the semester?**

Yes – the Government have outlined that students can return to campus/access university facilities in exceptional circumstances, which include:

- International students who have remained in the UK and do not have alternative accommodation to their term-time address
- Any students who have remained in their university accommodation
- Those who have returned to their term-time accommodation in exceptional circumstances, for example because they don't have access to appropriate study spaces or facilities in their vacation accommodation
- Those requiring additional support, including where there is a concern about their mental health or wellbeing
- Commuter students on non-practical courses, on an exceptional basis, who require access to university facilities to access online learning (for example because they don't have access to appropriate study spaces or facilities in their usual accommodation)
- Researchers and research students who require access to specialist facilities for their work – but if research students are able to work from home, they are encouraged to do so

**Will students need to be tested for COVID-19 when returning to campus?**

Yes - it is expected that all students should be tested twice when returning to UEA using our [rapid testing facility](#). Students should be tested on their first day, and then again three days after. Students will then need to be tested twice weekly going forwards.

Rapid COVID tests are free, quick and easy to do and should be booked in advance on [My UEA](#).

**What safety measures have the University put in place for those who are on campus?**

The health and wellbeing of all our students and staff is of the highest priority. We're running a rapid COVID testing facility to help keep everyone on campus safe. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a DoorMate, which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

We also have a 'Safety First' campaign across campus and online, including a [Covid Checklist](#) (UEA login needed) with clear steps on what to do if staff or students have symptoms. All students are required to watch our [Safety First video](#) to understand how to keep themselves and others safe.

**I'm an international student and have been studying remotely from my home country – am I now able to come to campus?**

The Government has announced that unless they are in the group of students who are able to travel back to university for in-person teaching and learning (see above), students should stay where they are at this stage, before a decision is made on further return. The government will announce this decision by the end of the Easter holidays.

If you are eligible to come to campus for in-person teaching, you are advised to:

- Check with your School in advance to confirm when in-person teaching and learning begins
- Let us know when you intend to arrive on campus so that we can put appropriate support in place where needed – please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk)

Before travelling to the UK, students need to:

- Check [entry requirements and restrictions](#) that have been introduced due to COVID-19
- Ensure that prior to departing for England they have [proof of a negative COVID-19 test result](#) taken within three days of departure
- Complete a [passenger locator form](#)
- Be aware that they will need to [self-isolate for 10 days on arrival](#), and take 2 COVID tests during this period

- Confirm whether they are travelling from/passing through a [‘red-list’ country](#); if so, you will need to stay in a [managed quarantine hotel](#) for 10 days

There is a lot of information to take in and it’s important that students travelling to the UK are aware of the rules in place – if you would like to talk to someone about your particular circumstances, please get in touch with our [Student Life team](#).

Alternatively, please see our international student FAQs for more information.

Commented [S1]: Just amending these but once in place, we can link to them.

#### **I need to self-isolate because of travel – what do I need to do?**

Please follow the [government guidance on self-isolation](#) because of travel for details on what you need to do.

You can also find more information on what you need to do and support available in our [Self-Isolation Guide](#) on My UEA.

#### **What support is available to me if I need to self-isolate?**

We understand that students may be worried about potentially having to self-isolate, and the University is ready to help at this difficult time. We can assist with food deliveries, cleaning materials and wellbeing support.

We can provide support with:

**Food/Shopping** – There are a number of options available. Campus Kitchen are offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus are offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we will be able to provide support – and if students can’t get food for their first night in isolation, we will be able to provide them with a meal free of charge if they’re living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).

**Cleaning** – We’ll provide a range of cleaning materials to those isolating on campus so students can keep their flats as clean as possible.

**Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services, the Residential Life Team, and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need, and can also set up a Microsoft Teams chat for households isolating on campus so that they can stay in touch.

The Student Services Covid Support Team will contact you by Microsoft Teams or telephone at the beginning of your self-isolation period to check in and make sure you have all the information you need. You will have the opportunity to discuss any specific circumstances or support that you may require during self-isolation with a Covid Support Team member and they will arrange follow-up phone calls both during, and after your self-isolation period. The Team are available between 9 am and 9 pm on weekdays and 9 am to 6 pm on weekends.

If you would like to arrange for a member of the Student Services Covid Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

**When will facilities on campus begin to reopen?**

Critical campus services, including the Library, remain open. We are currently working through the Government roadmap guidance and will look to open other facilities, such as Sportspark, as soon as we can in line with this guidance.

**I'd like to return to campus/access university facilities - do I need to get approval from the University in order to do this?**

If your course is not listed as eligible for practical teaching at this time but you believe that you fall into one of the other exemptions – for example, if you don't have access to appropriate facilities or study space in your vacation accommodation – you don't need to get in touch with the University to get approval to return to campus, or provide evidence/demonstrate that you meet the criteria. The guidance provided by both the Government and the University is there to help students make an informed decision about whether returning to campus is the best decision for them in the current circumstances.

**Have UEA offered rent rebates to those who haven't been able to return to campus accommodation?**

Yes – we have offered a twelve-week rent rebate to all students who have an active accommodation license with us but have been unable to occupy their rooms due to the national restrictions. The Accommodation Office have contacted all students with details on how to claim this rebate.

**Have UEA extended their accommodation licenses?**

As restrictions gradually lift, we hope there will be many opportunities for students to enjoy our campus, the fine city of Norwich and beyond. To help with this, we have decided to offer all students in UEA accommodation a free four-week accommodation period to follow the end of their current licences with us, to a maximum new end date of July 25 2021. The UEA Accommodation Office will be in contact with students in UEA accommodation next week with more information.

**Does this accommodation offer for this with UEA accommodation licenses extend to those not in UEA Accommodation?**

UEA is making this offer in respect of the accommodation we own and control. We are unable to make the same offer for third party accommodation that is outside our control.

**What financial support is available for students?**

Students worried about their finances can access support via [Student Services](#), who will be able to advise on bursaries, grants and hardship funds available.

Students whose financial circumstances have changed may be eligible for financial support through [Student Finance England](#) – you can apply for help within an academic year up to nine months after it starts.

The latest bursary payment for students who are eligible was due on 19 February – these payments range from £400-1250. If students have any questions on bursaries, please contact the UEA Bursaries team on [bursaries@uea.ac.uk](mailto:bursaries@uea.ac.uk).

**What mental health and wellbeing support is available for students at this time?**

UEA is committed to support all students at this difficult time. All students, regardless of where they are, can access support from [Student Services](#) and 24/7 support from [Health Assured](#).

There are also many sources of external support which can be found on our [COVID-19 Wellbeing Resources page](#).

**Does the University have a no-detriment policy for all taught students this year?**

The University recognises the significant impact the ongoing circumstances may have on taught students, and there is a No Detriment Approach and Safety Net for academic year 2020-21 - students can read the policy in full on [My UEA](#), as well as some [No Detriment/Safety Net FAQs](#).

**If I need to take any reassessments this year, will I have to pay a fee?**

Every year, following decisions by their exam board, some students take reassessment such as an exam or coursework. There is normally a fee associated with this, but we can confirm that students on taught programmes will not be charged reassessment fees in the current academic year (2020/21).

**I'm a student who is a parent/has caring responsibilities – what support is available for me?**

We know that students who are parents and those with caring responsibilities may be facing additional pressures at this time. We encourage all students in this situation to contact their academic advisers if they think they may miss deadlines or cannot engage in teaching.

Please also see the [University's No Detriment Approach and Safety Net use](#) for this academic year, which details the steps we have taken to ensure students are not disadvantaged and the measures in place to support academic progression.

All students can also access support from [Student Services](#) and 24/7 support from [Health Assured](#).

**Do I need to download the NHS Test and Trace app?**

The University is fully supporting the new NHS Covid-19 Test and Trace app and urges all staff and students to download and use it.

The app will alert you if you have been near those who have tested positive, inform you of the level of risk in your postcode, check if you have the symptoms of coronavirus, help you book a test and get the result, and give advice on self-isolation and a countdown timer.

There is also a 'check-in' feature, which means you will be alerted if you have recently visited a venue where you may have come into contact with the virus. You will see QR codes at campus locations – by scanning the QR code on entry, you will build up a digital diary on your phone of the venues you have visited. This can support discussions with contact tracers if you become ill with coronavirus, and means important public health messages can be sent to relevant app users' phones if needed.

It's important to note that all information collected by the new app is stored anonymously on your phone – not centrally. This makes it very secure and means your personal information and privacy are well protected.

**To download the NHS COVID-19 App, search for "NHSCOVID-19" in the App Store / Google Play Store on your phone.**

If you have any concerns about the NHS app, please contact [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk).



### **Student FAQs – Easter break updates**

The Government recently published their 'roadmap' out of lockdown - you can read this in full on their [website](#). They have also published [separate guidance](#) on how this affects higher education provision.

As the roadmap takes effect, it's important that we all keep going with [COVID safety measures](#) to help keep each other safe. Students should:

- Use our [Covid Checklist](#) if you get symptoms of coronavirus to understand what to do next
- Let us know if you have symptoms, have tested positive or are self-isolating through our [Covid-19 and Self-Isolation Notification form](#), so that we can put support in place for you
- Read our [Staying Safe at UEA student protocol](#) which details how we all need to behave in an appropriate way and follow Covid measures to keep us all safe
- Understand your responsibilities as detailed in the [Student Safety Pledge](#)

We also strongly encourage students to download and use the [NHS Test and Trace app](#).

If you have questions that aren't covered below, you can use our [Covid-19 Live Chat service](#), email [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk) or call 0300 303 4516 (monitored Monday-Friday 08.00-18.00, Saturday 09.00-14.00, Sunday Closed)

Please read the FAQs below for information on how the proposed relaxation of restrictions affects UEA.

#### **WHEN CAN ALL STUDENTS RETURN TO UEA?**

In line with the Government's announcement, all undergraduate and postgraduate taught students can return to the University to complete their academic year from **[date]**.

Students on practical courses have been able to return to campus since 8 March for in-person teaching and to access specialist facilities needed to complete their course requirements.

#### **DOES THIS MEAN ALL STUDENTS WILL GET IN-PERSON TEACHING?**

The University will continue to provide blended learning – a mix of in-person and online teaching – to students on return. Please check with your School for more details.

#### **ARE THERE ANY CIRCUMSTANCES IN WHICH STUDENTS CAN RETURN TO UEA BEFORE THIS DATE?**

Yes - the Government have outlined that students can return to campus/access university facilities in exceptional circumstances, which include:

- International students who have remained in the UK and do not have alternative accommodation to their term-time address
- Any students who have remained in their university accommodation
- Those who have returned to their term-time accommodation in exceptional circumstances, for example because they don't have access to appropriate study spaces or facilities in their vacation accommodation
- Those requiring additional support, including where there is a concern about their mental health or wellbeing
- Commuter students on non-practical courses, on an exceptional basis, who require access to university facilities to access online learning (for example because they don't have access to appropriate study spaces or facilities in their usual accommodation)

- Researchers and research students who require access to specialist facilities for their work – but if research students are able to work from home, they are encouraged to do so

### **DO I NEED TO GET TESTED FOR COVID-19 BEFORE RETURNING TO UEA?**

Yes – students should use a [community testing facility](#) to get a rapid COVID test before travelling back to UEA. If there is not a community testing facility nearby, you should get a test as soon as you arrive on campus – you can book a test on My UEA.

Once back on campus, students are expected to be tested for COVID twice a week.

### **WHAT FACILITIES WILL BE OPEN ON CAMPUS?**

Critical campus services, including the Library, remain open. Some cafes on campus will be open for takeaway only in accordance with Government guidance.

Please see the [Sportspark website](#) for information on their re-opening.

### **IS THERE ANY GUIDANCE ON HOW TO TRAVEL BACK TO UNIVERSITY?**

Yes. You should plan ahead and avoid busy times or routes where possible, and if driving, you shouldn't share a car with anyone outside of your household or support bubble. If travelling by public transport, you should wear a face covering unless exempt, social distance where possible and sanitise your hands regularly. The full guidance on travelling safely can be found on the [Government's website](#).

If you are driving to campus, please make sure you're aware of the rules around [parking on campus](#) and consider using the free park and ride service if possible.

If you are travelling to UEA from overseas, please see the guidance below.

### **I'M TRAVELLING TO UEA FROM A COUNTRY ON THE UK GOVERNMENT'S 'RED LIST' – WHAT DO I NEED TO DO?**

If you are travelling from or passing through a country on the UK Government's '[red list](#)', you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel. You must take the test in the 3 days before the service on which you will arrive in England departs. For example, if you travel directly to England on Friday, you must take the test on the Tuesday, Wednesday or Thursday
- [book a managed quarantine hotel](#) where you will quarantine. Your quarantine package will include your managed quarantine hotel, quarantine transport and your travel test package for COVID-19 tests on day 2 and day 8 of quarantine
- [complete a passenger locator form](#) with details of where you will quarantine when you arrive. You must provide a quarantine package booking reference number to complete your passenger locator form

You can find the full guidance on the [UK Government's website](#). It is important that you understand these new restrictions as there are penalties for breaking quarantine.

### **I'M TRAVELLING TO UEA FROM A COUNTRY NOT ON THE UK GOVERNMENT'S 'RED LIST' – WHAT DO I NEED TO DO?**

If you are travelling to the UK from outside the Common Travel Area and you have not been in a country where travel to the UK is banned, you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel

- [book and pay for a travel test package](#), which will include COVID-19 tests to be taken on or before day 2 and on or after day 8 of your quarantine. These tests must be booked before you leave your home country.
- [complete a passenger locator form](#) with details of where you will home quarantine when you arrive and the travel test package booking reference number
- quarantine for 10 days after you arrive in the UK, during which you will take the COVID-19 tests included in your travel test package

You can find the full guidance on the [UK Government's website](#). It is important that you understand these rules as there are penalties for breaking quarantine.

### **WHAT SUPPORT IS AVAILABLE TO ME IF I NEED TO SELF-ISOLATE?**

We understand that students may be worried about potentially having to self-isolate, and the University is ready to help at this difficult time. We can assist with food deliveries, cleaning materials and wellbeing support.

We can provide support with:

- **Food/Shopping** – There are a number of options available. Campus Kitchen are offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus are offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we will be able to provide support – and if students can't get food for their first night in isolation, we will be able to provide them with a meal free of charge if they're living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).
- **Cleaning** – We'll provide a range of cleaning materials to those isolating on campus so students can keep their flats as clean as possible.
- **Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services, the Residential Life Team, and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need, and can also set up a Microsoft Teams chat for households isolating on campus so that they can stay in touch.

The Student Services Covid Support Team will contact you by Microsoft Teams or telephone at the beginning of your self-isolation period to check in and make sure you have all the information you need. You will have the opportunity to discuss any specific circumstances or support that you may require during self-isolation with a Covid Support Team member and they will arrange follow-up phone calls both during, and after your self-isolation period. The Team are available between 9 am and 9 pm on weekdays and 9 am to 6 pm on weekends.

If you would like to arrange for a member of the Student Services Covid Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

### **WHAT AM I ALLOWED TO DO UNDER THE CURRENT GOVERNMENT COVID RESTRICTIONS?**

Please check the latest Government guidance on [what you can and can't do](#). You can also find all the information you need on our Student Guidance section on My UEA.

**HAVE UEA EXTENDED THEIR ACCOMMODATION LICENSES?**

As restrictions gradually lift, we hope there will be many opportunities for students to enjoy our campus, the fine city of Norwich and beyond. To help with this, we have decided to offer all students in UEA accommodation a free four-week accommodation period to follow the end of the current licenses with us, to a maximum new end date of July 25 2021. The UEA Accommodation Office have recently contacted all eligible students with more details.

**WHAT FINANCIAL SUPPORT IS AVAILABLE FOR STUDENTS?**

Students worried about their finances can access support via [Student Services](#), who will be able to advise on bursaries, grants and hardship funds available.

Students whose financial circumstances have changed may be eligible for financial support through [Student Finance England](#) – you can apply for help within an academic year up to nine months after it starts.

**WHAT MENTAL HEALTH AND WELLBEING SUPPORT IS AVAILABLE FOR STUDENTS?**

UEA is committed to support all students at this difficult time. All students, regardless of where they are, can access support from [Student Services](#) and 24/7 support from [Health Assured](#).

There are also many sources of external support which can be found on our [COVID-19 Wellbeing Resources page](#).

**DOES THE UNIVERSITY HAVE A NO-DETRIMENT POLICY FOR ALL TAUGHT STUDENTS THIS YEAR?**

The University recognises the significant impact the ongoing circumstances may have on taught students, and there is a No Detriment Approach and Safety Net for academic year 2020-21 - students can read the policy in full on [My UEA](#), as well as some [No Detriment/Safety Net FAQs](#).

**IF I NEED TO TAKE ANY REASSESSMENTS THIS YEAR, WILL I HAVE TO PAY A FEE?**

Every year, following decisions by their exam board, some students take reassessment such as an exam or coursework. There is normally a fee associated with this, but we can confirm that students on taught programmes will not be charged reassessment fees in the current academic year (2020/21).

**I'M A STUDENT WHO IS A PARENT/HAS CARING RESPONSIBILITIES – WHAT SUPPORT IS AVAILABLE FOR ME?**

We know that students who are parents and those with caring responsibilities may be facing additional pressures at this time. We encourage all students in this situation to contact their academic advisers if they think they may miss deadlines or cannot engage in teaching.

Please also see the [University's No Detriment Approach and Safety Net use](#) for this academic year, which details the steps we have taken to ensure students are not disadvantaged and the measures in place to support academic progression.

All students can also access support from [Student Services](#) and 24/7 support from [Health Assured](#).

**WHAT SAFETY MEASURES HAVE THE UNIVERSITY PUT IN PLACE ON CAMPUS?**

The health and wellbeing of all our students and staff is of the highest priority. We're running a rapid COVID testing facility to help keep everyone on campus safe. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a DoorMate, which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

We also have a 'Safety First' campaign across campus and online, including a [Covid Checklist](#) (UEA login needed) with clear steps on what to do if staff or students have symptoms. All students are required to watch our [Safety First video](#) to understand how to keep themselves and others safe.

### **DO I NEED TO DOWNLOAD THE NHS TEST AND TRACE APP?**

The University is fully supporting the NHS Covid-19 Test and Trace app urges all staff and students to download and use it.

The app will alert you if you have been near those who have tested positive, inform you of the level of risk in your postcode, check if you have the symptoms of coronavirus, help you book a test and get the result, and give advice on self-isolation and a countdown timer.

There is also a 'check-in' feature, which means you will be alerted if you have recently visited a venue where you may have come into contact with the virus. You will see QR codes at campus locations such as cafes, restaurants and the Sainsbury Centre – by scanning the QR code on entry, you will build up a digital diary on your phone of the venues you have visited. This can support discussions with contact tracers if you become ill with coronavirus, and means important public health messages can be sent to relevant app users' phones if needed.

It's important to note that all information collected by the new app is stored anonymously on your phone – not centrally. This makes it very secure and means your personal information and privacy are well protected.

To download the NHS COVID-19 App, search for "NHSCOVID-19" in the App Store / Google Play Store on your phone.

If you have any concerns about the NHS app, please contact [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk).

## **Student FAQs – 14.04.21 Update**

### **Updated 14 April 2021**

The Government recently published their 'roadmap' out of lockdown - you can read this in full on their [website](#).

They have also published [separate guidance](#) on when all students can return to university for in-person teaching, which is **no earlier than Monday 17 May**. Some students have already been permitted to resume in-person teaching – please check information from your School to see if this applies to you.

As the roadmap continues to take effect, it's important that we all keep going with [COVID safety measures](#) to help keep each other safe. Students should:

- Use our [COVID Checklist](#) if you get symptoms of coronavirus to understand what to do next
- Let us know if you have symptoms, have tested positive or are self-isolating through our [COVID-19 and Self-Isolation Notification form](#), so that we can put support in place for you
- Read our [Staying Safe at UEA student protocol](#) which details how we all need to behave in an appropriate way and follow Covid measures to keep us all safe
- Understand your responsibilities as detailed in the [Student Safety Pledge](#)

We also strongly encourage students to download and use the [NHS Test and Trace app](#).

If you have questions that aren't covered below, you can use our [COVID-19 Live Chat service](#), email [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk) or call 0300 303 4516 (monitored Monday-Friday 08.00-18.00, Saturday 09.00-14.00, Sunday Closed)

Please read the FAQs below for information on how the proposed relaxation of restrictions affects UEA.

### **WHEN WILL ALL STUDENTS BE ABLE TO RETURN TO CAMPUS?**

The Government announced on 13.04.21 that all students will be able to return to university for in-person teaching **no earlier than Monday 17 May**, in line with Step 3 of the Roadmap. You can find the full guidance on returning to campus on the [Government's website](#).

UEA is permitted to bring back students before this date where in-person teaching and learning activities are essential for learning outcomes to be met. In general, this applies to those that require access to specialist facilities or to undertake practical tasks. Schools will be in contact directly with students over the coming days to confirm.

This does not alter existing arrangements for students who have already returned for essential in-person activity ahead of the spring break.

### **ARE THERE ANY OTHER CIRCUMSTANCES IN WHICH STUDENTS CAN RETURN TO CAMPUS BEFORE 17 MAY?**

Yes – if you are not yet permitted to return to in-person teaching at this stage, the Government have outlined some circumstances in which students can return to campus to use university facilities:

- International students who have remained in the UK and do not have alternative accommodation to their term-time address
- Any students who have remained in their university accommodation



- Those who have returned to their term-time accommodation in exceptional circumstances, for example because they don't have access to appropriate study spaces or facilities in their vacation accommodation
- Those requiring additional support, including where there is a concern about their mental health or wellbeing
- Commuter students on non-practical courses, on an exceptional basis, who require access to university facilities to access online learning (for example because they don't have access to appropriate study spaces or facilities in their usual accommodation)
- Researchers and research students who require access to specialist facilities for their work – but if research students are able to work from home, they are encouraged to do so

### **WILL STUDENTS NEED TO BE TESTED FOR COVID-19 WHEN RETURNING TO CAMPUS?**

Yes. Students are encouraged to test before they travel back to university, either through their local community testing programme or by [ordering a test online](#). If students are travelling to university from areas which are undergoing [surge testing](#), different public health guidance applies and they should ensure they get tested before they travel. If students test positive, they must not travel to university and isolate with their household immediately.

On returning to university, students should take three tests using UEA's testing centre, four days apart. Students can book these in advance on [My UEA](#).

Students should then test twice a week, either at UEA's testing centre or at home as appropriate. For more information on COVID testing at UEA, please see our [COVID lateral testing pages](#).

Please note that rapid testing is for those who are asymptomatic – if you have symptoms of COVID-19, you should self-isolate and get a test through the [NHS scheme](#).

### **WHAT SAFETY MEASURES SHOULD I FOLLOW WHEN TRAVELLING TO CAMPUS?**

If travelling to UEA from within the UK, students should:

- Use private vehicles, walk or cycle wherever possible
- Avoid car sharing with anyone outside their household or support bubble
- Rigorously follow the [safer travel guidance](#) for passengers if using public transport
- Plan and avoid busy times and routes
- Wear face coverings (unless exempt), wash/sanitise their hands regularly, and keep their distance from people from other households when they travel

If you are driving to campus, please make sure you're aware of the rules around [parking on campus](#) and consider using the free park and ride service if possible.

If you are travelling to UEA from overseas, please see the guidance below.

### **I'M TRAVELLING TO UEA FROM A COUNTRY ON THE UK GOVERNMENT'S 'RED LIST' – WHAT DO I NEED TO DO?**

If you are travelling from or passing through a country on the UK Government's '[red list](#)', you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel. You must take the test in the 3 days before the service on which you will arrive in England departs. For example, if you travel directly to England on Friday, you must take the test on the Tuesday, Wednesday or Thursday

- [book a managed quarantine hotel](#) where you will quarantine. Your quarantine package will include your managed quarantine hotel, quarantine transport and your travel test package for COVID-19 tests on day 2 and day 8 of quarantine
- [complete a passenger locator form](#) with details of where you will quarantine when you arrive. You must provide a quarantine package booking reference number to complete your passenger locator form

You can find the full guidance on the [UK Government's website](#). It is important that you understand these new restrictions as there are penalties for breaking quarantine.

### **I'M TRAVELLING TO UEA FROM A COUNTRY NOT ON THE UK GOVERNMENT'S 'RED LIST' – WHAT DO I NEED TO DO?**

If you are travelling to the UK from outside the Common Travel Area and you have not been in a country where travel to the UK is banned, you must:

- [take a coronavirus \(COVID-19\) test](#) and get a negative result during the 3 days before you travel
- [book and pay for a travel test package](#), which will include COVID-19 tests to be taken on or before day 2 and on or after day 8 of your quarantine. These tests must be booked before you leave your home country.
- [complete a passenger locator form](#) with details of where you will home quarantine when you arrive and the travel test package booking reference number
- quarantine for 10 days after you arrive in the UK, during which you will take the COVID-19 tests included in your travel test package

You can find the full guidance on the [UK Government's website](#). It is important that you understand these rules as there are penalties for breaking quarantine.

### **I'M AN INTERNATIONAL STUDENT – IS THERE SPECIFIC INFORMATION FOR ME?**

Yes – please see our [International Student FAQs](#) for information on support available for international students at UEA, travel into the UK and current quarantine rules.

### **WHAT SAFETY MEASURES HAVE THE UNIVERSITY PUT IN PLACE FOR THOSE WHO ARE ON CAMPUS?**

The health and wellbeing of all our students and staff is of the highest priority. We're running a rapid COVID testing facility to help keep everyone on campus safe. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a DoorMate, which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

We also have a 'Safety First' campaign across campus and online, including a [Covid Checklist](#) (UEA login needed) with clear steps on what to do if staff or students have symptoms. All students are required to watch our [Safety First video](#) to understand how to keep themselves and others safe.

#### **WHAT SUPPORT IS AVAILABLE TO ME IF I NEED TO SELF-ISOLATE AT UEA?**

We understand that students may be worried about potentially having to self-isolate, and the University is ready to help at this difficult time. We can assist with food deliveries, cleaning materials and wellbeing support.

We can provide support with:

**Food/Shopping** – There are a number of options available. Campus Kitchen are offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus are offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we will be able to provide support – and if students can't get food for their first night in isolation, we will be able to provide them with a meal free of charge if they're living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).

**Cleaning** – We'll provide a range of cleaning materials to those isolating on campus so students can keep their flats as clean as possible.

**Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services, the Residential Life Team, and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need, and can also set up a Microsoft Teams chat for households isolating on campus so that they can stay in touch.

The Student Services Covid Support Team will contact you by Microsoft Teams or telephone at the beginning of your self-isolation period to check in and make sure you have all the information you need. You will have the opportunity to discuss any specific circumstances or support that you may require during self-isolation with a Covid Support Team member and they will arrange follow-up phone calls both during, and after your self-isolation period. The Team are available between 9 am and 9 pm on weekdays and 9 am to 6 pm on weekends.

If you would like to arrange for a member of the Student Services Covid Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

#### **WHAT FACILITIES WILL BE OPEN ON CAMPUS?**

Critical campus services, including the Library, remain open. Some cafes on campus will be open for takeaway only in accordance with Government guidance.

Please see the [Sportspark website](#) for information on their re-opening.

#### **WHAT AM I ALLOWED TO DO UNDER THE CURRENT GOVERNMENT COVID RESTRICTIONS?**

Please check the latest Government guidance on [what you can and can't do](#).

#### **HAVE UEA EXTENDED THEIR ACCOMMODATION LICENSES?**

As restrictions gradually lift, we hope there will be many opportunities for students to enjoy our campus, the fine city of Norwich and beyond. To help with this, we have decided to offer all students in UEA accommodation a free four-week accommodation period to follow the end of the current

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**WHAT MENTAL HEALTH AND WELLBEING SUPPORT IS AVAILABLE FOR STUDENTS?**

UEA is committed to support all students at this difficult time. All students, regardless of where they are, can access support from [Student Services](#) and 24/7 support from [Health Assured](#).

There are also many sources of external support which can be found on our [COVID-19 Wellbeing Resources page](#).

**DOES THE UNIVERSITY HAVE A NO-DETRIMENT POLICY FOR ALL TAUGHT STUDENTS THIS YEAR?**

The University recognises the significant impact the ongoing circumstances may have on taught students, and there is a No Detriment Approach and Safety Net for academic year 2020-21 - students can read the policy in full on [My UEA](#), as well as some [No Detriment/Safety Net FAQs](#).

## **Student FAQs – 16.06.21 update**

### **Should I get tested for COVID-19 before travelling home for the summer?**

Yes – students should take a rapid COVID test before travelling to help keep everyone safe. Around 1 in 3 people with COVID-19 don't have symptoms, and could therefore be spreading the virus unknowingly. If you test positive, or you have [symptoms of COVID-19](#), you should not travel – instead, please self-isolate, [book a PCR test](#) and [let the University know](#) so that support can be put in place if needed.

You can get tested for COVID by:

- Dropping in to the UEA testing centre at ZICER (Zuckerman Institute), 9.30am - 1.15pm on Mondays, Tuesdays, Thursdays and Fridays
- [Ordering home testing kits online](#) – remember to report your result
- [Collect home testing](#) kits from a pharmacy – remember to report your result
- [Go to a local testing site](#)

Go to our [rapid COVID testing pages](#) on My UEA for more information. Please remember these tests are only for those who do not have symptoms of COVID-19 – if you have symptoms, please self-isolate, [book a PCR test](#) and [let the University know](#).

### **I'm staying in campus accommodation over the 4-week extension period – do I still need to get tested for COVID-19?**

Yes – students should get tested for COVID-19 twice a week whilst living on campus to help keep everyone safe. Around 1 in 3 people with COVID don't have symptoms, and could therefore be spreading the virus unknowingly.

You can get tested for COVID by:

- Dropping in to the UEA testing centre at ZICER (Zuckerman Institute), 9.30am - 1.15pm on Mondays, Tuesdays, Thursdays and Fridays
- [Ordering home testing kits online](#) – remember to report your result
- [Collect home testing](#) kits from a pharmacy – remember to report your result
- [Go to a local testing site](#)

Go to our [rapid COVID testing pages](#) on My UEA for more information. Please remember these tests are only for those who do not have symptoms of COVID-19 – if you have symptoms, please self-isolate, [book a PCR test](#) and [let the University know](#).

### **When can I get a COVID-19 vaccine?**

Everyone over the age of 18 will be offered the opportunity to book a COVID-19 vaccination appointment by Friday 18 June 2021. For more information on COVID-19 vaccinations, please go to the [NHS website](#).

### **How do I book my COVID-19 vaccination appointment?**

To book your vaccinations, you **must** be registered with a UK GP surgery. If you are not

already registered, you can register with UEA Medical Centre or check the national online site to select a different doctors' surgery.

After you are registered and have an NHS number, you can book your jab using the following options:

**Option 1** - If you are registered with UEA Medical Centre, you will have already received an invitation on your phone asking you to book an appointment and explaining how to do this through an online app. If no appointments are available, please keep checking your link as more appointments are added regularly when vaccine availability is known.

**Option 2** - If you are registered with a different doctor's surgery, they will contact you with details on how to make an appointment with them.

**Option 3** - Use the [NHS vaccination booking portal](#) to book your first and second jabs at a vaccination centre. You can use this service if you will be in different locations for your first and second jab. This service should be open to 18 year-olds from Friday 18 June at the latest.

**Option 4** - Call the NHS on 119 between 7am and 11pm, seven days a week (free of charge). You can use this service if you will be in different locations for your first and second jab. This service should be open to 18 year-olds from Friday 18 June at the latest.

For options 1 and 2 you will be initially invited to make your first appointment only; later, when you receive your invitation for the second jab, if you are likely to be in a different location, you can use options 3 or 4 to book that appointment.

## **What does the extension of COVID restrictions until at least 19 July mean for students at UEA?**

All students and staff should continue to follow the current COVID restrictions – you can find the full guidance on what you can and can't do on the [UK Government website](#).

All students should keep going with:

- [Getting tested for COVID-19 twice a week](#)
- Wearing face coverings (if eligible)
- Following all social distancing guidelines
- Washing hands regularly

Students can find all the information they need about COVID safety measures on [My UEA](#).

## **I'm travelling home for the summer soon – what safety measures should I follow?**

If travelling within the UK, students should:

- Use private vehicles, walk or cycle wherever possible
- Avoid car sharing with anyone outside their household or support bubble
- Follow the [safer travel guidance](#) for passengers if using public transport
- Plan and avoid busy times and routes



- Wear face coverings (unless exempt), wash/sanitise their hands regularly, and keep their distance from people from other households when they travel

You should also get tested for COVID before travelling home within the UK to help prevent the spread of the virus – find out more on how to get tested on [My UEA](#).

If you are travelling overseas, please see below.

### **I'm travelling overseas soon – what do I need to do?**

You can find a step-by-step guide on travelling abroad on the [UK Government's website](#).

The [Foreign, Commonwealth and Development Office \(FCDO\)](#) is currently advising travellers that no travel is currently risk-free due to the pandemic, and many countries have closed their borders or restricted entry to UK travellers. Any country may further restrict travel or bring in new rules at short notice.

Please also make sure you are aware of what you need to do when [returning to the UK](#).

### **What will teaching look like in September 2021?**

It is our intention to provide as much face-to-face teaching as possible, making the most of our campus for physical learning and using virtual activity to support this. The exact balance of physical and virtual learning study will depend upon your subject, but everyone will attend classes in person if Government regulation allows.

Our priority is to create a teaching environment that is:

- Safe
- Academically Effective
- Flexible
- Engaging

We will continue to monitor what is a constantly evolving situation and will provide further updates accordingly.

### **What support is available if I need to self-isolate?**

We understand that students may be worried about potentially having to self-isolate, and the University is ready to help at this difficult time. We can assist with food deliveries, cleaning materials and wellbeing support.

We can provide support with:

**Food/Shopping** – There are a number of options available. Campus Kitchen are offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus are offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we will be able to provide support – and if students can't get food for their first night in

isolation, we will be able to provide them with a meal free of charge if they're living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).

**Cleaning** – We'll provide a range of cleaning materials to those isolating on campus so students can keep their flats as clean as possible.

**Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services, the Residential Life Team, and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need, and can also set up a Microsoft Teams chat for households isolating on campus so that they can stay in touch.

The Student Services Covid Support Team will contact you by Microsoft Teams or telephone at the beginning of your self-isolation period to check in and make sure you have all the information you need. You will have the opportunity to discuss any specific circumstances or support that you may require during self-isolation with a Covid Support Team member and they will arrange follow-up phone calls both during, and after your self-isolation period. The Team are available between 9 am and 9 pm on weekdays and 9 am to 6 pm on weekends.

If you would like to arrange for a member of the Student Services Covid Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

### **What safety measures have the University put in place across campus?**

The health and wellbeing of all our students and staff is of the highest priority. We're running a rapid COVID testing facility to help keep everyone on campus safe. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a DoorMate, which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

We also have a 'Safety First' campaign across campus and online, including a [Covid Checklist](#) (UEA login needed) with clear steps on what to do if staff or students have symptoms. All students are required to watch our [Safety First video](#) to understand how to keep themselves and others safe.

### **What financial support is available for students?**

Students worried about their finances can access support via [Student Services](#), who will be able to advise on bursaries, grants and hardship funds available.

Students whose financial circumstances have changed may be eligible for financial support through [Student Finance England](#) – you can apply for help within an academic year up to nine months after it starts.

### **What mental health and wellbeing support is available for students?**

UEA is committed to support all students at this difficult time. All students, regardless of where they are, can access support from [Student Services](#) and 24/7 support from [Health Assured](#).

There are also many sources of external support which can be found on our [COVID-19 Wellbeing Resources page](#).

### **Does the University have a No-Detriment Policy for all taught students this year?**

The University recognises the significant impact the ongoing circumstances may have on taught students, and there is a No Detriment Approach and Safety Net for academic year 2020-21 - students can read the policy in full on [My UEA](#), as well as some [No Detriment/Safety Net FAQs](#).

## **Student FAQs – 17.03.21 Update**

### **Updated 17 March 2021**

The Government recently published their 'roadmap' out of lockdown - you can read this in full on their [website](#).

They have also published [separate guidance](#) on how this affects higher education provision.

As the roadmap begins to take effect, it's important that we all continue to follow [COVID safety measures](#) to help keep each other safe. Students should:

- Use our [Covid Checklist](#) if you get symptoms of coronavirus to understand what to do next
- Let us know if you have symptoms, have tested positive or are self-isolating through our [Covid-19 and Self-Isolation Notification form](#), so that we can put support in place for you
- Read our [Staying Safe at UEA student protocol](#) which details how we all need to behave in an appropriate way and follow Covid measures to keep us all safe
- Understand your responsibilities as detailed in the [Student Safety Pledge](#)

We also strongly encourage students to download and use the [NHS Test and Trace app](#).

If you have questions that aren't covered below, you can use our [Covid-19 Live Chat service](#), email [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk) or call 0300 303 4516 (monitored Monday-Friday 08.00-18.00, Saturday 09.00-14.00, Sunday Closed)

Please read the FAQs below for information on how the proposed relaxation of restrictions affects UEA.

### **WHAT IS HAPPENING WITH TEACHING AT UEA IN LIGHT OF THE 'ROADMAP' ANNOUNCEMENT?**

In addition to those students permitted to return in January, we can confirm that on-campus sessions will start taking place from 8 March for students on practical courses who need to access campus for specialist facilities to complete their course requirements.

Students on these courses should have already been told to prepare for return and will now have plans confirmed by their Schools. These arrangements apply to specific cohorts in BIO, ENG, CHE, and EDU, as well as PPL Broadcast Journalism at Epic Studios. Some students in FMH may also extend their on-campus activity.

### **WHEN WILL ALL STUDENTS BE ABLE TO RETURN TO CAMPUS?**

Subject to a final Government review on or around 12 April, we are hopeful that all students will be able to return to campus in time for the final part of the semester which starts on Monday 26 April. We advise that students start to plan ahead and prepare to potentially return to campus during the Easter break, but to await final confirmation before departing. This will help stagger the return of students and ensure everyone has access to rapid COVID testing. We will update students as soon as possible following the Government review in April.

### **ARE THERE ANY OTHER CIRCUMSTANCES IN WHICH STUDENTS CAN RETURN TO CAMPUS BEFORE THE FINAL PART OF THE SEMESTER?**

Yes - the Government have outlined that students can return to campus/access university facilities in exceptional circumstances, which include:

- International students who have remained in the UK and do not have alternative accommodation to their term-time address

- Any students who have remained in their university accommodation
- Those who have returned to their term-time accommodation in exceptional circumstances, for example because they don't have access to appropriate study spaces or facilities in their vacation accommodation
- Those requiring additional support, including where there is a concern about their mental health or wellbeing
- Commuter students on non-practical courses, on an exceptional basis, who require access to university facilities to access online learning (for example because they don't have access to appropriate study spaces or facilities in their usual accommodation)
- Researchers and research students who require access to specialist facilities for their work – but if research students are able to work from home, they are encouraged to do so

### **WILL STUDENTS NEED TO BE TESTED FOR COVID-19?**

Yes - it is expected that all students should be tested twice when returning to UEA using our [rapid testing facility](#). Students should be tested on their first day, and then again three days after. Students will then need to be tested twice weekly going forwards.

Rapid COVID tests are free, quick and easy to do and should be booked in advance on [My UEA](#).

### **I'M AN INTERNATIONAL STUDENT – IS THERE SPECIFIC INFORMATION FOR ME?**

Yes – please see our [International Student FAQs](#) for information on support available for international students at UEA, travel into the UK and current quarantine rules.

### **ARE STUDENTS ALLOWED TO TRAVEL HOME FOR THE SPRING BREAK?**

The Department for Education have recently released guidance to allow students to return home for the spring break if they wish. This is mainly for the benefit of students who have been on campus all term – students who returned to university on or after 8 March are strongly advised by the Government not to travel home.

The guidance also states:

- If students choose to travel home, they are legally only allowed to travel there once before 29 April. They can travel back to their term-time accommodation at any time
- Any students choosing to travel home should get tested for COVID-19 before they travel home – students can do this via UEA's rapid testing facility. Please book yours in advance on [My UEA](#). If they test positive, they will be required by law to self-isolate for ten days and should not travel
- If students return home, they should also get tested for COVID-19 before returning to university if community testing facilities are available – if not, they should get tested on their first day back at university using [UEA's rapid testing facility](#)
- If students are travelling, they should plan ahead and avoid busy times or routes. If driving, they shouldn't share a car with anyone outside of their household or support bubble. If travelling by public transport, they should wear a face covering unless exempt, social distance where possible and sanitise their hands regularly. Guidance on travelling safely can be found on the [Government's website](#)
- If students plan to travel overseas to go home, they should check additional entry requirements and restrictions that have been introduced before travelling and returning to the UK – these can be found on our [International Student FAQs](#)

## WHAT SAFETY MEASURES HAVE THE UNIVERSITY PUT IN PLACE FOR THOSE WHO ARE ON CAMPUS?

The health and wellbeing of all our students and staff is of the highest priority. We're running a rapid COVID testing facility to help keep everyone on campus safe. We've carried out enhanced cleaning and have detailed safety arrangements for teaching, learning and the campus environment. We've created new learning spaces and adapted teaching rooms and communal areas to make social distancing possible in lessons and when students are walking around.

There are increased hygiene facilities and hand sanitising stations have been installed at key locations. We are encouraging regular handwashing as this is the most effective way to combat the virus. Perspex screens have been installed at reception areas and lifts have been made single occupancy to support social distancing.

Face coverings are required to be worn when moving around in all University buildings, in all teaching spaces and in any crowded external areas. We've provided all students and staff with two washable, reusable face coverings and a DoorMate, which was designed by UEA students, technicians and researchers, and enables people to open doors and use keypads without having to touch surfaces. Sanitising wipes are being provided for people to wipe down work equipment and study spaces.

We also have a 'Safety First' campaign across campus and online, including a [Covid Checklist](#) (UEA login needed) with clear steps on what to do if staff or students have symptoms. All students are required to watch our [Safety First video](#) to understand how to keep themselves and others safe.

## I NEED TO SELF-ISOLATE BECAUSE OF TRAVEL - WHAT DO I NEED TO DO?

Please follow the [government guidance on self-isolation](#) because of travel for details on what you need to do.

You can also find more information on what you need to do and support available in our [Self-Isolation Guide](#) on My UEA.

## WHAT SUPPORT IS AVAILABLE TO ME IF I NEED TO SELF-ISOLATE?

We understand that students may be worried about potentially having to self-isolate, and the University is ready to help at this difficult time. We can assist with food deliveries, cleaning materials and wellbeing support.

We can provide support with:

**Food/Shopping** – There are a number of options available. Campus Kitchen are offering a meal delivery service for students living on campus – which includes breakfast, lunch and dinner – and the supermarket on campus are offering same-day deliveries through their [Snappy Shopper service](#). Students can also find a list of supermarkets in Norwich offering grocery delivery services through our [Self-Isolation Guide](#) (UEA login required). If students are having difficulty getting delivery slots or ordering food whilst in self-isolation, we will be able to provide support – and if students can't get food for their first night in isolation, we will be able to provide them with a meal free of charge if they're living on campus. Students may also be eligible for support under the [Norfolk Assistance Scheme](#).

**Cleaning** – We'll provide a range of cleaning materials to those isolating on campus so students can keep their flats as clean as possible.



**Wellbeing** – We have a wide range of wellbeing and mental health support available for students, including Student Services, the Residential Life Team, and 24/7 professional health and wellbeing advice from Health Assured. Student Services will contact students at the beginning of their self-isolation period to check in and make sure they have all the information they need, and can also set up a Microsoft Teams chat for households isolating on campus so that they can stay in touch.

The Student Services Covid Support Team will contact you by Microsoft Teams or telephone at the beginning of your self-isolation period to check in and make sure you have all the information you need. You will have the opportunity to discuss any specific circumstances or support that you may require during self-isolation with a Covid Support Team member and they will arrange follow-up phone calls both during, and after your self-isolation period. The Team are available between 9 am and 9 pm on weekdays and 9 am to 6 pm on weekends.

If you would like to arrange for a member of the Student Services Covid Support Team to contact you at a time of your convenience, please email [sts.covidsupport@uea.ac.uk](mailto:sts.covidsupport@uea.ac.uk).

### **WHEN WILL FACILITIES ON CAMPUS BEGIN TO REOPEN?**

Critical campus services, including the Library, remain open. We are currently working through the Government roadmap guidance and will look to open other facilities, such as Sportspark, as soon as we can in line with this guidance.

### **I'D LIKE TO RETURN TO CAMPUS/ACCESS UNIVERSITY FACILITIES - DO I NEED TO GET APPROVAL FROM THE UNIVERSITY IN ORDER TO DO THIS?**

If your course is not listed as eligible for practical teaching at this time but you believe that you fall into one of the other exemptions – for example, if you don't have access to appropriate facilities or study space in your vacation accommodation – you don't need to get in touch with the University to get approval to return to campus, or provide evidence/demonstrate that you meet the criteria. The guidance provided by both the Government and the University is there to help students make an informed decision about whether returning to campus is the best decision for them in the current circumstances.

### **HAVE UEA OFFERED RENT REBATES TO THOSE WHO HAVEN'T BEEN ABLE TO RETURN TO CAMPUS ACCOMMODATION?**

Yes – we have offered a twelve-week rent rebate to all students who have an active accommodation license with us but have been unable to occupy their rooms due to the national restrictions. The Accommodation Office have contacted all students with details on how to claim this rebate.

### **HAVE UEA EXTENDED THEIR ACCOMMODATION LICENSES?**

As restrictions gradually lift, we hope there will be many opportunities for students to enjoy our campus, the fine city of Norwich and beyond. To help with this, we have decided to offer all students in UEA accommodation a free four-week accommodation period to follow the end of their current licences with us, to a maximum new end date of July 25 2021. The UEA Accommodation Office will be in contact with students in UEA accommodation **soon** with more information.

### **DOES THIS OFFER FOR THOSE WITH UEA ACCOMMODATION LICENSES EXTEND TO THOSE NOT IN UEA ACCOMMODATION?**

UEA is making this offer in respect of the accommodation we own and control. We are unable to make the same offer for third party accommodation that is outside our control.

### **WHAT FINANCIAL SUPPORT IS AVAILABLE FOR STUDENTS?**

Students worried about their finances can access support via [Student Services](#), who will be able to advise on bursaries, grants and hardship funds available.

Students whose financial circumstances have changed may be eligible for financial support through [Student Finance England](#) – you can apply for help within an academic year up to nine months after it starts.

The latest bursary payment for students who are eligible was due on 19 February – these payments range from £400-1250. If students have any questions on bursaries, please contact the UEA Bursaries team on [bursaries@uea.ac.uk](mailto:bursaries@uea.ac.uk).

### **WHAT MENTAL HEALTH AND WELLBEING SUPPORT IS AVAILABLE FOR STUDENTS?**

UEA is committed to support all students at this difficult time. All students, regardless of where they are, can access support from [Student Services](#) and 24/7 support from [Health Assured](#).

There are also many sources of external support which can be found on our [COVID-19 Wellbeing Resources page](#).

### **DOES THE UNIVERSITY HAVE A NO-DETRIMENT POLICY FOR ALL TAUGHT STUDENTS THIS YEAR?**

The University recognises the significant impact the ongoing circumstances may have on taught students, and there is a No Detriment Approach and Safety Net for academic year 2020-21 - students can read the policy in full on [My UEA](#), as well as some [No Detriment/Safety Net FAQs](#).

### **IF I NEED TO TAKE ANY REASSESSMENTS THIS YEAR, WILL I HAVE TO PAY A FEE?**

Every year, following decisions by their exam board, some students take reassessment such as an exam or coursework. There is normally a fee associated with this, but we can confirm that students on taught programmes will not be charged reassessment fees in the current academic year (2020/21).

### **I'M A STUDENT WHO IS A PARENT/HAS CARING RESPONSIBILITIES - WHAT SUPPORT IS AVAILABLE FOR ME?**

We know that students who are parents and those with caring responsibilities may be facing additional pressures at this time. We encourage all students in this situation to contact their academic advisers if they think they may miss deadlines or cannot engage in teaching.

Please also see the [University's No Detriment Approach and Safety Net use](#) for this academic year, which details the steps we have taken to ensure students are not disadvantaged and the measures in place to support academic progression.

All students can also access support from [Student Services](#) and 24/7 support from [Health Assured](#).

### **DO I NEED TO DOWNLOAD THE NHS TEST AND TRACE APP?**

The University is fully supporting the new NHS Covid-19 Test and Trace app – due to launch on Thursday 24 September – and urges all staff and students to download and use it.

The app will alert you if you have been near those who have tested positive, inform you of the level of risk in your postcode, check if you have the symptoms of coronavirus, help you book a test and get the result, and give advice on self-isolation and a countdown timer.

There is also a 'check-in' feature, which means you will be alerted if you have recently visited a venue where you may have come into contact with the virus. You will see QR codes at campus locations such as cafes, restaurants and the Sainsbury Centre – by scanning the QR code on entry,

you will build up a digital diary on your phone of the venues you have visited. This can support discussions with contact tracers if you become ill with coronavirus, and means important public health messages can be sent to relevant app users' phones if needed.

It's important to note that all information collected by the new app is stored anonymously on your phone – not centrally. This makes it very secure and means your personal information and privacy are well protected.

To download the NHS COVID-19 App, search for "NHSCOVID-19" in the App Store / Google Play Store on your phone.

If you have any concerns about the NHS app, please contact [covidresponseteam@uea.ac.uk](mailto:covidresponseteam@uea.ac.uk).

## Student FAQs

These FAQs are being updated on a regular basis - please continue to check this page for the latest information.

### **Will teaching, exams and assessments be affected?**

Teaching is now being delivered online through Blackboard and work is continuing to support all our students in progressing in their studies. Please continue to participate in learning activities online through Blackboard.

All summative assessment, including examinations, will be carried out online through Blackboard as far as possible.

For more information see our [Learning section](#).

For off-campus placement and internship activity, including Study Abroad host universities, students should follow the guidance offered by their placement provider, internship provider, or host university. If you are not sure about their current guidance, please ask your Head of School, Course or Placement Director or UEA Study Abroad.

### **Should I go home?**

If you are currently still living in university halls of residence, the government are advising that students should stay where they are and not attempt to travel. This has been detailed in a [letter to all university students](#) from Michelle Donelan, the Universities Minister.

Please be reassured that we are continuing to support all students who remain on campus.

If you have already gone home, all teaching and assessment will be conducted online so you do not need to return to campus after the Easter break. Please see our [Assessment Guidance](#) information for more details.

### **What do I need to do about my room in UEA Accommodation?**

UEA is offering students in our accommodation the option to be released from their accommodation licenses early if they wish. All students in residences have been contacted by the Accommodation Office by email regarding what they need to do, but in brief:

- If you would like to be released from your accommodation license, you must complete the form sent to you by the Accommodation Office as soon as possible.
- You do not have to clear your room or return your key before you can be released from your accommodation license - but you do need to complete the form mentioned above.
- If you have already vacated your room (including removing your belongings) but still have your key, please return this by post to the Accommodation Office as soon as possible. We would recommend that you use a padded envelope and send via a service which records the delivery.
- If you have already returned home but still have belongings in your room, you will be contacted by the Accommodation Office shortly setting out the next steps.

If you have any questions regarding your room in UEA Accommodation, please email [accom@uea.ac.uk](mailto:accom@uea.ac.uk).

We would like to reassure all students living in UEA accommodation that we are here to support you, and would also like to reassure all students who wish to remain living in UEA residences that you may continue to do so.

**I'm an international student on a Tier 4 visa and I want to return home to continue my studies there – what do I need to do?**

The University is operating a self-declaration of absence reporting process for any Tier 4 student who has decided to leave campus and return home/go to an alternative address to continue their studies.

If you are a Tier 4 student and have left or are considering leaving campus to continue your studies remotely, please complete the University's [Self Declaration of Absence form](#).

**I'm an international student on a Tier 4 visa and I am remaining in the UK to continue my studies remotely – what do I need to do?**

If you are remaining in the UK and are continuing your studies remotely, we still request that you complete the University's [Self Declaration of Absence form](#).

**I'm an international student in the UK with a visa which has just expired or is expiring shortly, and I am unable to leave because I am self-isolating or travel restrictions are preventing me from returning home - what do I need to do?**

If you're in the UK and your visa expires between 24 January 2020 and 30 May 2020, then your visa will be extended to 31 May 2020 if you cannot leave the UK because of travel restrictions or self-isolation related to coronavirus (COVID-19). You must complete and submit a Home Office form to update your records if your visa is expiring. You will find the form at <https://gov.smartwebportal.co.uk/homeoffice/public/webform.asp?id=199&id2=5C97E7>. It could be very helpful to take a screenshot of the completed form before submitting it, and retain a copy for your own records.

Please visit the [Home Office's website](#) to see the specific information relating to this extension.

**I'm an international student with a Tier 4 visa studying Medicine or Nursing. Am I still restricted in the number of hours I can work per week during term time?**

On 31st March the Home Secretary announced that, as a response to the national effort to combat coronavirus, trainee doctors and nurses will not be limited by the number of hours they can work in the NHS during term time. This change is expected to be in place for a limited period and only applies to work undertaken in the NHS. Your course and/or your School may have additional recommendations to consider as you balance your studies and any work so please ensure that you are aware of these before making any commitments.

**Should I wear a face mask?**

We appreciate that some individuals may make a personal choice to wear a face mask but this is not currently recommended by Public Health England. Please respect the choice of your fellow students if they choose to wear a face mask.

### **I'm planning on travelling over the Easter break – what should I do?**

The Foreign & Commonwealth Office (FCO) advises British people against all non-essential travel worldwide. The COVID-19 pandemic has led to unprecedented international border closures and other restrictions. All countries may restrict travel without notice. Please check the [FCO's website](#) for more information.

The FCO was already advising against all but essential travel or all travel to some areas or countries due to risks that do not relate to COVID-19. This advice remains in place. Check [FCO travel advice pages](#) for the latest information.

If you now need to change or cancel your travel plans, follow these steps:

- contact your airline, travel company, cruise line or other transport and accommodation providers
- get in touch with your insurance provider
- continue to follow the [NHS coronavirus guidance](#)

### **I am a member of the British Armed Forces reserves - will I get deadline extensions and delayed examinations when I return to my studies?**

Yes, students who are British Armed Forces reserves, or who are in other specialist volunteer roles, and who are deployed in this role will be given whatever support is necessary to ensure they can successfully complete their studies.

## **Graduation Ceremony Update**

### **Updated Graduation Statement from UEA Vice-Chancellor David Richardson (27.03.20)**

We are currently operating in unprecedented times and I wanted to clarify it is the July Graduation ceremonies that we have had to take the difficult decision to cancel. I do want to assure you that we will be exploring all the options available to provide an alternative Graduation celebration at a future date when the country is not affected by restrictions to national and international travel and group gatherings.

I am sure you will appreciate we are not able to rush into making new arrangements or confirming a new date until we have clarity regarding the extent and period over which restrictions may apply.

The safety of all our students and staff is the priority at this time but I want to assure you that I fully appreciate that a ceremony is an important event for you and your family and friends and I will contact you again when we have more information about how and when we will be able to achieve this.

Please do continue to follow the latest public health advice and stay safe.

### **What is happening about Graduation in July?**

Our Graduation ceremonies involve thousands of people travelling to campus from across the globe, and as the COVID-19 pandemic develops, UEA cannot allow such an event to take place for the safety of our staff, students and their guests. This is in line with the Government's advice to cancel large-scale events to prevent the spread of the virus, and you



will have seen many of this summer's major festivals and sports events have also been cancelled. Due to the complexities surrounding COVID-19 and the fact we simply do not know when it will be safe to hold large-scale events.

**When will I receive my certificate?**

The Graduation Office will contact you in the coming months to confirm how and when your certificate will be sent.

**What date will appear on my certificate?**

Students will still graduate "in absentia" this summer. We cannot confirm the precise dates yet due to the changes to assessment processes for this year but we will issue certificates over the summer.

**What about if my question around graduation isn't covered here?**

If your answer isn't covered in our FAQs, you can email [graduation@uea.ac.uk](mailto:graduation@uea.ac.uk), although please be patient during these challenging times.

**Fees and Complaint Questions**

**With the move to online learning and assessment am I entitled to a refund of University fees?**

The University will not be offering a refund of University fees arising from the move to on-line learning. We are striving to provide sufficient support to all students so you can successfully graduate or progress to your next year of studies. Each course has different demands and your School will have put in place plans to ensure you are taught, you can learn and you can be assessed in your learning and be able to demonstrate you have met the course's learning outcomes.

**I am unhappy with the changes made on my course due to the COVID-19 – can I appeal or complain?**

At this point in time it would be premature to complain as the detailed arrangements have not been announced. The situation is also complicated as the University is required to follow UK Government guidance, for example which prevent gatherings of people and non essential travel, and so inevitably there will be changes. What we are doing is to adopt measures that maintain academic standards, and so protect the value of your degree, whilst we support you in your learning and assessment so you can successfully complete the academic year.

Please be reassured that in making changes we have had your best interests at heart, your educational interests are being protected and you will be provided with opportunities to learn and be assessed such that you can progress to your next year of study, or to compete and graduate. If, after the completion of your studies this year, you feel that we failed in this objective you can make an academic complaint in the normal way.

**Update to Lockdown FAQs following new Government guidance – 12.11.20**

**New Government Guidance regarding End of Term arrangements - FAQs**

**CAN I RETURN HOME FOR THE END OF TERM BREAK?**

The current national lockdown restrictions mean that students should not leave to go home until after 2 December. UEA remains fully open and we are encouraging students to stay in Norwich and continue their studies during this time.

The Government have recently published new guidance for students and universities to ensure that students who wish to return home at the end of term are able to do so – please read the full guidance on the [Government's website](#).

Students, except those undertaking healthcare placements, who wish to return home should do so within the Government's 'student travel window' from 3 December to 9 December.

In line with new government guidance, UEA will be ceasing all face-to-face teaching in a phased way between 3 and 9 December – further guidance on the gradual winding down of face-to-face teaching will be available soon. All teaching after 9 December will be online to allow students to study from home if they wish.

If you have specific concerns please speak to your advisor or [Student Services](#) as there is a range of support available.

**WILL UEA BE PART OF THE GOVERNMENT'S LATERAL FLOW TESTING SCHEME FOR STUDENTS?**

The University is applying to participate in the Government's new lateral flow testing scheme which could provide a swift COVID test result to students before departure, but we do not yet know whether UEA will be a priority area because our numbers of COVID cases are very low. Once the University has been informed whether our bid has been successful or not, students will be fully informed. Testing will continue to be available from our own campus testing initiative outside Careers Central in the Street.

**I'M A HEALTHCARE STUDENT AND MY PLACEMENT GOES ON BEYOND 9 DECEMBER – WHAT SHOULD I DO?**

Healthcare students who are on placements are considered essential workers and should therefore remain in their placements until the end of term. You can then travel home for the holidays, following the public health guidance. Many healthcare students on placements will already have access to priority testing.

**HOW WILL THIS AFFECT MY IN-PERSON TEACHING?**

UEA will continue to offer as much in-person learning as possible until 9 December, at which point all teaching will move online in line with new [Government guidance](#). UEA remains committed to providing a safe blended learning experience which includes opportunities to experience in-person learning and related activities.

**CAN STUDENTS STAY AT UNIVERSITY OVER THE CHRISTMAS BREAK?**

UEA will be open and students can stay on campus if they need to during the Christmas break. A range of support and facilities will be available to those staying on campus during this time.

**National Restrictions 5 November – 2 December FAQs****CAN I RETURN HOME TO STUDY?**

Under national guidance, students have been instructed by the government to stay at university until at least 2 December. UEA remains fully open and we are encouraging students to stay in Norwich and continue their studies.

If you have specific concerns please speak to your advisor or [Student Services](#) as there is a range of support available.

**HOW WILL THIS AFFECT MY IN-PERSON TEACHING?**

UEA will continue to offer as much in-person learning as possible until 9 December, at which point all teaching will move online in line with new [Government guidance](#). UEA remains committed to providing a safe blended learning experience which includes opportunities to experience in-person learning and related activities.

**DO I STILL HAVE TO ATTEND FACE-TO-FACE SESSIONS?**

Students will be encouraged to attend all the teaching activities both online or in person. If students have concerns support is available from advisors, the embedded team or Student Services and we would encourage you to reach out to speak through any concerns you may have.

**CAN I RETURN BACK TO CAMPUS AFTER READING WEEK, OR A MID-TERM BREAK?**

Yes – under the government guidance, travel for work and educational purposes is allowed.

**I'M CURRENTLY STUDYING ABROAD, WILL I BE ABLE TO RETURN HOME?**

Yes. Under the new guidance people can travel overseas for work, education and other legally permitted reasons. Please see [section 11 of the government guidance](#). If you are returning to the UK, you will still be able to do this but please check the current travel [corridor list](#) to see whether you need to isolate for 14 days after arrival.

**I'M A PGR/PGT STUDENT, WILL I BE ABLE TO CONTINUE MY FIELDWORK?**

People are being asked to avoid travelling in or out of their local area and to reduce the number of journeys they make. However, you can still travel for work, education and medical reasons. UEA is advising students and researchers to consider if it is possible to postpone fieldwork in the first instance – and if this is not possible the University understands that fieldwork would be allowed under the current guidance as an 'educational purpose.' This will continue to be reviewed as new guidance is issued.

**CAN I END MY RENTAL ACCOMMODATION CONTRACT ON CAMPUS IF I WISH TO RETURN HOME FOR THE REST OF THE ACADEMIC YEAR?**

At this stage we are not offering a refund on accommodation contracts as the government guidance is that students should only return home at the end of term for Christmas. Please read the minister's letter for further information on this.

If you live at university, you must not move back and forward between your permanent home and student home during term time. You should only return home at the end of term for Christmas and UEA will be publishing further guidance on end of term arrangements in due course.

**Commented [51]:** Will this answer now have changed considering the Gov are asking students to go home a few weeks early?

**WHAT SUPPORT WILL THERE BE ON CAMPUS?**

UEA is committed to supporting all students and this means ensuring support for the full range of services in addition to academic study. We will be keeping the library open 24/7, ensuring study spaces are available across the campus and supporting students' health and wellbeing needs. Schools and faculty offices will remain open alongside learning and teaching hubs.

UEA will be endeavouring to ensure that students are able to access cafes, societies, clubs and sporting facilities; our belief is that these facilities are essential to students' educational, health and wellbeing needs and should therefore be allowed to remain open as far as possible.

**WILL SU BUILDINGS AND FACILITIES REMAIN OPEN?**

uea(su) will continue to offer a range of activities in person and online in order to support students with their educational, health and wellbeing needs. We will continue to review this in light of any new government guidance.

**WILL THE LTS AND ITCS HUBS REMAIN OPEN?**

LTS hubs will remain open to support students during term time. It may be that opening times have to be amended and you will be kept updated of any service changes. ITCS have amended their open kiosk times – please see [the latest information on IT support](#) on My UEA.

**WILL THE LIBRARY REMAIN OPEN?**

Yes. During lockdown the library building will remain open and available 24/7; our digital library will continue to be available for students and staff.

**WILL THE MULTIFAITH CENTRE AND PRAYER SPACE REMAIN OPEN?**

Government guidance is that faith centres will remain open for private prayer, while services will not be held at this time.

**WILL THE SAINSBURY CENTRE REMAIN OPEN?**

While the Sainsbury Centre will be closed to the public it will remain open to staff and students for teaching and research purposes.

**WILL THE POST ROOM PROVISION REMAIN THE SAME?**

Yes. [The post-room provision](#) will continue.

**IS THIS GOING TO AFFECT MY TIMETABLE OR ASSESSMENT DEADLINES?**

Timetables and deadlines will not be affected by the announcement.

**WHAT SAFETY MEASURES SHOULD I BE FOLLOWING?**

Please continue to follow the COVID-19 safety guidance. Under the new government guidance you must not meet socially indoors with others unless they are part of your household – meaning the people you live with. You can exercise or visit outdoor public places with the people you live with, your support bubble or one person from another household when living alone. Public areas include parks, beaches, countryside, public gardens. Please see [section 3 of the new government guidance](#).

**CAN I STILL INTERACT WITH MY FLATMATES/HOUSEHOLD IN THE SAME WAY?**

Yes. You can continue to go out with your household under the latest government guidance. People are asked not to leave or be outside of their home except for the following reasons: childcare, education, work purposes, exercise outdoors, for medical reasons, shopping for basic necessities or visiting members of your support bubble. Please read [section 1 of the national guidance](#).

**CAN OUR HOUSEHOLD STILL MIX WITH OTHERS?**

Under the latest guidance only one individual can mix with one other from a household in an outdoor space. This will mean that students will not be allowed visitors in the residencies, but you can meet with one other person outside the household.

**DOES THE RULE OF SIX STILL APPLY?**

The rule of six has been replaced by the latest government guidance ([please refer to section 1](#)).

**I AM NO LONGER ABLE TO WORK MY PART-TIME JOB BECAUSE OF LOCKDOWN, WHAT FINANCIAL SUPPORT IS AVAILABLE?**

There is a hardship fund available to support UEA students, please see [the My UEA portal information](#) for further details on how to apply for this.

**WILL MY SPORTS CLUB/SOCIETY STILL BE ABLE TO MEET?**

UEA is currently awaiting more detailed guidance from the government and will provide an update as soon as it becomes available.

**WILL ACCESS TO LABORATORIES REMAIN THE SAME?**

Yes. All research and teaching laboratory spaces are remaining open wherever possible. Each faculty is liaising with their laboratory teams to ensure staff are able to continue to work safely on campus to support both research activity and teaching for students and researchers.

## Updates to PGR FAQs 01.10.2021

- I'm A Prospective Postgraduate Research (PGR) Student – Can I Still Apply For 2021 Entry?
  - Change question to “I'm A Prospective Postgraduate Research (PGR) Student – what start dates can I apply for?”
- Do I Have To Be Present In Person In Norwich From The Start Of My Course?
  - Change third paragraph to: “Given COVID-19 restrictions, until 1 February 2022 some postgraduate researchers may request to start their course remotely and then move to the Norwich area by the agreed deadline (which may be constrained by UK Government rules) as soon as it is possible to do so. You will need to have an individual Distance Learning Concession approved, which will require approval from your supervisor, your funder and the Associate Pro-Vice-Chancellor for UEA Doctoral College.
- What Will Campus Be Like During 2021 For Postgraduate Researchers?
  - Change question to “What Will Campus Be Like During 2021-22 For Postgraduate Researchers?”
  - Remove: “The UEA Library is open with social distancing, one way systems and cleaning wipes in the IT spaces so you can wipe down your keyboards and mice after use. We will follow government advice on opening times and student numbers.”
  - Remove: “We can move quickly back to a click and collect service if lockdown rules change.”
- Remove “Will The University Make Allowance For The Timing Of Probationary Reviews Due To COVID-19 Restrictions?” question and section.
- What Accommodation And Self-Isolation Options Are Available?
  - Change “UEA extended its accommodation guarantee in 2020 to cover UK, EU and International postgraduate research students who applied by the deadline of 31 July.” to “UEA's [Postgraduate Accommodation Guarantee](#) applies to international postgraduate researchers starting a full-time course in September or October, who apply by 31 July and satisfy other conditions.”