



## **STUDENTS' COVID19 SAFE REOPENING Q&A**

### **When will the school reopen for face-to-face classes?**

24<sup>th</sup> August 2020

### **How will Nacel ensure the safety of students and staff at the school?**

We have comprehensive safety measures in place and we will continue to remain up-to-date and comply with the latest UK government guidelines as well as those of the British Council. Compliance with our COVID19 safeguarding rules are mandatory for the protection of all.

These measures include the following:

#### Arrivals

Upon entering the school building, students need to use the hand sanitizer dispenser located next to the ground floor reception desk.

Students are advised to use the stairs and avoid using the lift unless absolutely necessary.

On arrival on the students' first day students will complete a Coronavirus self-evaluation form.

Additionally, upon entering the school, students' temperatures may be checked with a non-contact infrared thermometer.

#### Hand sanitizers

Hand sanitizers will be available in all classrooms and communal areas as well as at the entrance of the building.

#### Face coverings

The wearing of face coverings (e.g. face masks or visors) will be implemented for extra safety and reassurance of all. All our teachers will wear face visors to

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ensure the safety of students as well as to facilitate communication between teachers, staff and students.

The school recommends that students wear visors instead of masks to facilitate learning and communication. We will be stocking high-quality, comfortable, adjustable visors. The visors will be available at cost price of £13 per visor. Alternative face coverings can be purchased nearby or online.

### Ventilation

The school and classrooms are surrounded by windows and these along with classroom doors will remain open as much as possible to ensure maximum ventilation within the school.

### Materials

Resources will be provided to students in digital form as much as possible. When providing paper resources staff will ensure their hands are sanitised or gloves are worn.

### Lessons and Breaks

Lesson breaktimes will be staggered to minimise contact between people.

### Toilets

Avoid queuing inside the toilets. Wait outside until the toilet is vacant.

### Cleanliness

The school premises will be thoroughly cleaned (chairs, tables, doors, whiteboards, window handles, etc) on a daily basis. The school will also be disinfected periodically during the day.

### Break and Lunch Hours

As an extra precaution, students will not have access to the kitchen except for access to drinking water. Students are advised to bring their own drinks bottle. At break or lunchtime, students will be able to consume cold snacks and drinks at their own desk. However, students will be encouraged to take their breaks outside of the building.

We are conveniently located on a high street where there are lots of shops, cafes, restaurants and supermarkets close-by from which you can buy hot and cold food.

### Classes

Each class will be assigned their own classroom. Social distancing measures will be put in place and students will be allocated their own desk.

### Reception

Only one student will be allowed to enter reception at one time. The queue for reception will be limited to 2 students at one time with social distancing applied. Students will also be able to make appointments for reception by phone or email.

### Pre-Arrivals

Students are strongly advised to take a coronavirus test in their country before departure to the UK. Students also must bring face coverings for their arrival in the UK as face coverings are compulsory in shops, public transport and at Nacel. International students will be able to do an online level test before arrival.

### **What should I bring with me?**

In addition to the items we recommend in the pre-arrival guide, we suggest you bring enough masks or coverings and alcohol-based hand sanitiser to last you for at least a week.

You should also bring some disposable gloves for extra protection.

If you have a laptop or tablet we strongly recommend that you bring that with you as we will be trying to provide materials digitally rather than on paper.

Please bring pens, pencils and paper as these are materials that cannot be shared.

### **What is quarantine?**

Quarantine is the restriction of a person's movement in which somebody is required to remain at their home / accommodation for 14 days. Students must not leave the premises except in cases of emergency.

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## **What happens if I have to quarantine on arrival in the UK?**

It is likely that you will not need to quarantine, particularly if you are travelling from a country which is part of the UK travel corridor.

See link below:

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

If quarantine applies the student may arrange their accommodation independently or through the school.

The school can provide the following accommodation options:

1. Homestay - You will have to book full-board for 2 weeks. Your host family will take extra care to follow the guidance on social distancing, hand-washing and respiratory hygiene.
2. Residence - You will have to book for a minimum of 2 weeks as you will not be able to leave the premises. You will have to order your food online and follow accommodation rules. Rules may differ according to the residence option you choose.

If accommodation has to be cancelled at short notice, alternative accommodation will be provided.

## **How will I get to and from school safely?**

Most of our host families are within reasonable walking distance of the school. Please note that walking time can be between 10 and 30 mins, however, be assured that Finchley is a safe, pleasant, leafy area of London.

Current UK government advice is that everyone should walk or cycle to work if possible. If you have to use public transport face coverings must be worn and attention should be given to hygiene such as using hand sanitiser provided at stations as well as avoiding touching surfaces and social distancing.

## **Will there be a social activity programme and how will it work?**

The Social Activities programme is a significant and much-enjoyed part of our students' experience of Nacel and London.

We will be running a modified programme in line with the UK government guidelines. This will have an emphasis on outdoor excursions in London as well online activities.

### **Will I be able to socialise with other students outside of class?**

Students will be able to socialise with students outside of class providing they follow UK government social distancing guidelines. In school, class break times will be staggered and students will have to stay within their class bubble.

Students will also be encouraged to take their break outside of the building.

However, we are conveniently located on a high street where there are lots of shops, cafes, restaurants and supermarkets close-by from which you can buy hot and cold food.

### **How can I pay for my course?**

Students are advised to pay by bank transfer, online or credit card, if possible. Cash is not encouraged in order to reduce the spread of coronavirus.

### **What is the cancellation policy if I book a course now and then I am unable to attend due to Coronavirus-related circumstances?**

You can cancel your course for any coronavirus-related reason up to 7 days before your course start date and receive either a full refund or a credit note, valid for 18 months from the course start date. If you have booked via an agent, please ask your agent for their cancellation policy.

If you cancel less than 7 days before the course start date, you will receive a credit note, valid for 18 months from the course start date or you can transfer to an online course.

If the school cancels your booking because we are unable to open, you can receive a full refund or a credit note valid for 18 months from the course start date, or transfer to an online course for the equivalent value. If you have booked with an agent, please ask them for their policy if the school cancels the booking.

### **What happens if the school has to close due to government guidelines?**

In the unlikely event of a Government shutdown, all courses will be moved online.

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### **What happens if a student tests positive for COVID-19?**

According to UK government guidelines at the time of writing, if a student tests positive or develops symptoms the student will need to self-isolate for at least 10 days. The class bubble will also need to self-isolate if a student tests positive for 14 days. This is because it can take 14 days for symptoms to develop. The class bubble might also have to self-isolate if a student develops symptoms, depending on the circumstances. However, please consult with the latest government guidelines first as this could change.

Please see the link below:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate/>

In the unlikely event, that the health authorities enforce the closure of the school, lessons will be moved online. If a member of staff tests positive, the health authorities will be consulted and their advice followed. This may or may not result in the enforced self-isolation of students and staff.

### **What happens if I get symptoms of COVID- 19 while studying at Nacel?**

We will be asking all our students to tell us immediately if they feel unwell, either by calling the school during opening hours or calling the emergency number outside opening hours if they suspect they have COVID-19 symptoms.

If a student or staff member appears unwell in school, we may take their temperature using a non-contact thermometer and if we feel they are displaying potential symptoms of COVID-19 they will be asked to return to their accommodation. The health authorities will be contacted and advice will be followed. The student or staff member will be asked to request a COVID-19 test as soon as possible. The test can be requested online. If the student or staff member tests positive, everyone in their class bubble will be informed and requested to quarantine.

You do not need to pay for a COVID-19 test in the UK.

If you have symptoms of COVID-19 then you must self-isolate for at least 10 days. Everyone must follow government guidelines.

During your period of self-isolation we will keep in regular contact with you to ensure that you have everything you need and that you are well. You can also

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keep in contact with us either by calling the school number within working hours or the emergency number outside of working hours.

If you have coronavirus symptoms you should not visit a hospital or medical centre as you could potentially be spreading the virus. If you need to consult a medical professional, due to coronavirus concerns, you can call 111 on your phone, and trained professionals will be able to help you. We can help you with this if you need us to.

**What happens if I need to self-isolate because I have come into contact with someone who has COVID-19?**

If you need to self-isolate because you have come into contact with someone who has COVID-19, then you can continue your class online. If your whole class needs to self-isolate then the class will continue as normal, but online. If you are the only person in your class who needs to self-isolate, then you will be offered an alternative online class. Please note that we might not be able to offer you exactly the same type of class if we do not currently run an online version. We can also offer you a credit note if you prefer.

**Will online courses still be available after we reopen?**

Yes. We believe these are a great way to learn English if you cannot travel to the UK. They can also be a fantastic way to prepare for your trip to the UK if you want to improve your English before you start your face-to-face course or if you would like to do some follow-up study after you return home.

**What happens if I have to stay longer in the UK due to self-isolating or travel restrictions?**

In the unlikely event, students are required to extend their stay due to coronavirus restrictions (requirement to self-isolate or travel restrictions) students will need to have enough money to cover the cost of any extra days in the UK. This will include the costs of food and accommodation.

**What if I have another question that is not answered here?**

Please email us at [info@nacelesl.co.uk](mailto:info@nacelesl.co.uk)

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AND CARING SUPPORT**