

11/5/2021

## **University of Bolton COVID-19 Student FAQs May 2021**

**Please keep up to date with the latest Government information and guidance**

Below is the latest guidance about how the current situation affects you and your study at the University of Bolton.

For the very latest updates on the situation nationally, other restrictions and general guidance, please visit: <https://www.gov.uk/coronavirus>

For the latest HE guidance, please visit: [Higher education providers: coronavirus \(COVID-19\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/higher-education-providers-coronavirus-covid-19)

### **What is the current position of the University of Bolton?**

From May 17, 2021 England has move to Step 3 of the 'road map'

Changes for the University of Bolton are:

- Indoor organised sports and exercise allowed.
- Indoor theatre allowed.

What has NOT changed:

- All Covid-secure measures still in place on campus.
- Social distancing at all times.
- Face coverings mandatory inside buildings.

Enhanced testing is being undertaken in the BL3 postcode (Rumworth, Deane and Great Lever):

- To identify those who may have either the South African or Indian variants.
- If you, live, work or study in those specific areas you are strongly encouraged to get a PCR test.
- All staff and students should continue to take 2 LFD tests per week.

**There are very low numbers of positive cases on campus of any variant and the Covid-secure measures are ensuring that the campus remains a safe place to work and study.**

### **Teaching**

On the week commencing **May 10, 2021** the Government confirmed that all students will be able to return to in-person teaching alongside Step 3 of the 'road map', from **Monday May 17, 2021**.

If you have any queries at all, **please contact your Programme Leader or Personal Tutor**.

Updated guidance for higher education will be published on the **gov.uk** website.

### **Protocol on campus**

Please remember when you are on campus to **always**:

- Stay 2m (approximately three steps) apart everywhere (indoors and outdoors) except teaching areas.
- Stay 1m plus apart in teaching areas.
- **Wear face coverings in all buildings.**
- Regularly wash/sanitise hands.
- Always enter a building through a heat detector entrance.
- NEVER come to campus if you test positive, are self-isolating or experiencing COVID-19 symptoms.

Please also remember to bring your Student ID with you whenever you come onto campus so that you are able to scan in at the entrance, and to 'check-in' to your classes using the MyBolton app.

## **What are classroom QR codes?**

The QR Codes are installed in all classrooms and teaching laboratories. It is **MANDATORY** for students who are using on-campus classroom space to scan the QR code on the desk you are sitting at for each lecture on campus (if you are attending campus to use a laboratory or studio space, there is a QR Code on the door as you enter).

### **What is a QR Code?**

A QR code is a type of matrix barcode that is unique to each location/seat within the University. You will use the MyBolton App on your smart phones to scan the required QR Code.

### **Why is it crucial that I scan the QR barcode?**

During these unprecedented times due to COVID-19 we need to know which student/staff member has been on campus and where you have been whilst on campus.

To ensure we don't need to self-isolate students unnecessarily, you **MUST** scan the QR code

The University will use this data if a positive case of COVID-19 is identified on campus. If the University does not have the data, you may be required to self-isolate as per governmental guidance, as we will be unable to narrow down who has been in contact with an infectious case.

### **Where is the QR code is located?**

Each QR Code is either located on each desk in our teaching rooms, or on the entry door to laboratories or studio space. Be patient if the code does not scan and inform your tutor if you are unable to scan a QR code for any reason.

Remember, it is **MANDATORY** for all students who attend classes to scan the QR code as you enter the classroom.

When off-campus, as members of the University community, we ask that you continue to behave responsibly and adhere to the latest Government guidance/restrictions to enable you and those around you to remain safe.

**The University of Bolton main campus will be open from 8.45am to 5pm, Monday to Friday.**

### **Should I have a Covid test before visiting campus?**

You should arrange to take a Covid-19 test three to four days in your home area before you are due to return to University. (If you have had a positive Covid-19 PCR test in the previous 90 days you would be excluded, as per national guidance.)

Having a test before your return to campus is better in terms of preventing transmission, but also for you, as if you test positive you can self-isolate in your family home rather than self-isolating on return to university and potentially in student accommodation.

COVID-19 [tests can only be booked on the national online booking portal](#) or by calling 119 if you do not have access to the internet. You cannot book a test in any other way.

If you can't book a test online, or you are offered a location or time that isn't convenient, wait a few hours and then try again. Tests are available each day.

### **Can I get a test if I don't have symptoms?**

Yes. You can book a test even if you don't have symptoms.

The booking system will ask if you have symptoms. Just click "No."

You will then be asked a number of questions until you get to one that asks you why you want to book a test. Click the option that says **"My local council or health protection team has asked me (or someone I live with) to get a test, even though I do not have symptoms."**

An appointment will then be made for you to get tested.

Alternatively, you can also access local community mass testing programmes, where these are in place in your home Local Authority (LA) area.

If you are unable to arrange testing in your local area, you can be tested on your return to University, as per DfE guidance.

This involves using the asymptomatic (which means you are displaying no symptoms of the virus) testing facility at Bolton One on your arrival at the University and before accessing any facilities or classes.

An appointment can be booked online. **You are expected to take two tests ideally three days apart.**

If you choose not to take a test, government guidance is that you should self-isolate for 10 days prior to returning to campus.

**Thereafter, students should have regular twice weekly LFD tests once back on campus via the Asymptomatic Testing Centre located in Bolton One using the on-line booking system.**

**LFD home testing kits are available for collection from Monday 17<sup>th</sup> May from the reception area in Bolton One. Each box of testing kits last for 3 weeks by taking 2 LFD tests per week.**

If you test positive following your asymptomatic test in Bolton One or at home, then you are asked to leave the University campus immediately to self-isolate and arrange, within a 2 day period, to have a PCR test.

This is a similar test to the LFD test (the one you had at the University or at home) but the result will be known within approximately 48 hours as the test is sent to a lab for processing. Then you need to follow the instructions issued by NHS Test and Trace.

Book an asymptomatic test at Bolton One:  
[Seat Availability - LibCal - University of Bolton Library](#)

If you have any queries you can speak to a member of staff:

[EnquiriesTestingCentre@bolton.ac.uk](mailto:EnquiriesTestingCentre@bolton.ac.uk)  
Tel. 01204 900600

## **What should I know if I plan to travel to University, arriving within the UK?**

You are permitted to return to your term-time accommodation, including travel to and anywhere within the UK, subject to any local rules in place. This includes family or others within their household or support bubble who travel with you to transport you back to your

term time address. You can travel by private vehicle or public transport but should make sure you follow safer travel advice.

If you are using private vehicles:

- Avoid car sharing with anyone outside your household or support bubble.
- Rigorously follow the safer travel guidance for passengers to reduce the risk of transmission to others where this is not possible.

If you are using public transport you should:

- Plan and avoid busy times and routes.
- Rigorously follow the Coronavirus (COVID-19) safer travel guidance for passengers.
- Wear a face covering unless exempt.
- Keep your distance from people from other households when you travel, where possible.
- Wash or sanitise your hands regularly.
- Avoid the busiest routes, as well as busy times like the rush hour.
- Download the NHS COVID-19 app before you travel, if possible and check in where you see official NHS COVID-19 QR code posters.

If you are travelling from areas which are undergoing surge testing, different public health guidance applies and you should ensure you get tested before you travel. If you test positive, your PCR test will be sent to a laboratory for genomic sequencing and you must not travel. You must isolate with your household immediately and follow the guidance for households with possible or confirmed coronavirus infections. Public Health England will carry out enhanced tracing of close contacts of confirmed cases of the variants.

Further details: [Higher education providers: coronavirus \(COVID-19\) - GOV.UK](https://www.gov.uk/government/news/higher-education-providers-coronavirus-covid-19)  
([www.gov.uk](https://www.gov.uk))

## **What should I do when I return to my term-time accommodation?**

Once you have returned to your term-time accommodation you must remain living there unless an exemption to the national restrictions on leaving home and gatherings applies. You must only travel home where you have a legally permitted reason to do so. If you rely on an exemption to travel home (for example if you need to move home temporarily because of illness or mental ill-health), you should ensure that you test as soon as possible on your return to University.

## Are house parties permitted under new guidelines?

**No, they are not.** The government has introduced a new £800 fine for those attending house parties, including in halls of residence, which will double for each repeat offence to a maximum level of £6,400. These fines will apply to those who attend illegal gatherings of more than 15 people from outside their household.

## I am an international student – what is the guidance?

International students studying courses that now includes some face-to-face teaching from March 8 may now travel to the UK.

Students travelling from overseas should carefully check the arrival procedures on [www.gov.uk](http://www.gov.uk) and follow advice given by the University directly.

## Will Student Services be available at the Student Centre on campus?

The Student Centre is **open for essential purposes only between 8:45am and 5pm, Monday to Friday** with reduced staffing.

Students unable to come to the campus can contact members of Student Services staff using the online chat facility AskUs - [Ask Us \(bolton.ac.uk\)](http://bolton.ac.uk).

You can also telephone 01204 903733 or email [studentadvisors@bolton.ac.uk](mailto:studentadvisors@bolton.ac.uk)

Services available include:

- **Academic Advice**, including: Mitigating Circumstances, Appeals, Course Transfers, and Timetables.
- **Pastoral Support**, including: Student Funding, Student Support Fund (formerly the University Hardship Fund), Disability Services, Laptop Loan enquiries and the Disclosure and Barring Service.
- **Essential careers/employment advice.**

Visit <https://libguides.bolton.ac.uk/student-services> for useful information on Student Services.

## What flexible arrangements are being put in place by the University for assessments?

The Vice Chancellor has assured you that you will not be disadvantaged academically by the new lockdown restrictions. Flexible assessment arrangements have been put in place.

## **I need academic support. What services are available and how can I access them?**

We want to assure all our new students that additional support is being put in place during this lockdown and that the University of Bolton will:

- Ensure that no student will be disadvantaged academically by this lockdown.
- Provide academic support through the respective Course teams (e.g. Tutors).
- Be as flexible as possible with students, within the Government instructions.

### **Library**

The Library remains open (from 8.45am-5pm) for essential purposes only. Individual study spaces remain available:

- To students who do not have appropriate access to online study facilities at home or in their local accommodation.
- Where students need to attend campus individual study spaces for your own wellbeing and mental health.
- Where possible you are advised to study at home and make use of online learning resources (see below for details).

Controlled click and collect and browse services remain available.

All visits to the Library must be booked online in advance and all social distancing and one-way measures must be observed.

- [Book an individual study space](#)
- [Book a collection/return/browse slot](#)

The Library continues to develop its online resources and support.

- Digital library is available via [Discover@Bolton](#), including over 200,000 eBooks and thousands of electronic journals.
- Our online [Library Chat](#) will be extended to cover 9am-5pm Monday-Friday.
- If you are struggling to make use of online library resources, you can [book an appointment with an Academic Librarian](#).

A wide range of support material including [Subject Guides](#) and [Frequently Asked Questions](#) are available online.

## What financial support might be available for me?

**Students who are Isolating/ Tested Positive for COVID-19** – there is support available to those who inform the University they have tested positive for COVID-19 or who have been informed by the University to self-isolate. This support includes food Vouchers, care packages and food parcels

## I need pastoral support. What services are available and how can I access them?

We recognise this has been and continues to be a challenging period for you. Please be reassured that we are here for you and have put in place a wide range of support through the respective course teams (e.g. Tutors, programme leaders etc).

### **Mental Health support**

**Life Lounge:** The Life Lounge is open between 8:45am and 5pm Monday to Friday for students who have a pre-booked appointment.

If you are unable to come to campus, you can contact members of Life Lounge staff by email [lifelounge@bolton.ac.uk](mailto:lifelounge@bolton.ac.uk) or by telephone 01204 903566.

Life Lounge staff have also developed online mental health and wellbeing resources including self-help materials that can be accessed at: [Home - Mental Health and Wellbeing - Subject Guides at The University of Bolton](#)

Life Lounge services include: Counselling, Cognitive Behavioural Therapy (CBT) and Mental Health Assessments undertaken by the Mental Health Advisors.

To register for the Life Lounge please use the following link: [Life Lounge - Student Support \(bolton.ac.uk\)](#)

Additional support includes:

**Umii:** a social platform mobile app for you to talk to peers.

It is exclusive to the University of Bolton student population and allows students who have similar interests to connect.

**(Download from the Apple App Store or Google Play Store, search for UMII and then create an account using your @bolton.ac.uk email address.)**

**TogetherAll:** a free and confidential mental health and wellbeing support platform that you can access through Togetherall; an online community available 24 hours a day, 365 days a year. [Togetherall | A safe community to support your mental health, 24/7](#)

**SHOUT** – a confidential and free crisis text service. Text SHOUT to 85258 to receive support from a specially trained volunteer. They are accessible 24/7 and will be support you through your time of crisis. Text Shout to 85258 - (it is confidential and free for all UK major networks)

**The Samaritans are available 24 hours a day, 7 days a week: Tel - 116 123**

## **I have tested positive for Covid-19 or am self-isolating. Is there any support for me?**

If you are self-isolating or have tested positive for COVID-19 the University has a number of support packages available.

These include food parcels, food vouchers and care packages.

To find out more, please email the Student Advisors [studentadvisors@bolton.ac.uk](mailto:studentadvisors@bolton.ac.uk) or telephone 01204 903733.

## **I am a current international student. What is the latest guidance and what support is available for me?**

Detailed guidance with the most up to date advice for international students is available at:[www.gov.uk](http://www.gov.uk)

We have dedicated International Student Champions to support international students.

If you are an international student requiring support, you can contact the Student Advisors by emailing: [studentadvisors@bolton.ac.uk](mailto:studentadvisors@bolton.ac.uk)

## **I want to apply to join the University of Bolton in September 2021. What is the process?**

You should continue to submit your applications for courses to start in September 2021.

We are continuing to process and issue offers in the usual way for September 2021.

## How does cancellation of A-level and GCSE exams in Summer 2021 affect me?

The Prime Minister has announced that the Government plans to cancel GCSE and A-level assessments for Summer.

We will post further details of how this will impact our applicants as soon as possible.

**In the meantime, we will continue to issue offers in the usual way and in accordance with our Student Admissions and offer making policy for 2021.**

We will advise if any offers will need to change accordingly when we know more from the Department for Education and OFQUAL.

## How can I access Careers/Employment advice?

Careers and Employment Support, remains accessible in person (from 8.45am to 5pm, Monday to Friday) for essential purposes only via the help desk in the Careers Office, located within the Student Centre.

If any student wants to book a full guidance interview, speak to a member of the team, have a CV or application form checked, or attend any careers workshops, these are being delivered online.

They can be accessed via Student Hub at: <https://studenthub.bolton.ac.uk>

## Can I apply for postgraduate study, to develop my knowledge and skills after I graduate?

A wide range of relevant Postgraduate Master's degrees are available (with a particular focus on enhancing your employment opportunities).

## What are the most common symptoms of Covid-19?

- **High temperature**– this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- **And/or a new continuous cough** – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).

- **And/or loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

For most people, coronavirus (COVID-19) will be a mild infection.

If you have symptoms and have not had a test, stay at home and get a test to check if you have coronavirus as soon as possible.

**You must not come on to campus if you have coronavirus symptoms.**

We would expect that if you have any serious illness that you would be considerate to other students and not to do anything which is likely to spread their infection.

If you have any doubt as to whether you are symptomatic of coronavirus or just of a cold, you should call 111 to seek NHS advice.

## **I suspect I may have Covid-19 symptoms. What should I do?**

Please refer to the latest guidance at: [How long to self-isolate - Coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)

## **I live in Halls or shared accommodation and suspect I may have Covid-19 symptoms. What should I do?**

Students living in halls of residence or houses in multiple occupation (HMOs) who develop symptoms of coronavirus should self-isolate in their current accommodation.

Those living in private halls should inform their hall manager so they in turn can inform Public Health England's local Health Protection Team.

Students in HMOs will need to discuss their circumstances with both their landlord and their institution.

## **NHS Test and Trace or the NHS Covid-19 app has told me to self-isolate. What should I do?**

You must self-isolate for 10 days. This is because you've been in close contact with someone who has coronavirus and there's a chance you might have caught it.

If you develop symptoms during this time you must arrange an urgent test for yourself.

The main categories that would lead to someone being identified as a Contact are:

- **Direct Contact:** face-to-face contact with a confirmed case for any length of time within 1 metre (including being coughed on, a face-to-face conversation, unprotected physical

contact (skin to skin) or travel in a small vehicle with a case) or any exposure within 1m for 1 minute or longer.

- **Proximity Contact:** between 1 and 2 metres for more than 15 minutes, with a confirmed case. This would apply from two full days before either the onset of their symptoms or date of their test if they don't have symptoms, until 10 days after symptoms started (or 10 days after the date of test if they don't have symptoms). Hence, wherever possible, it is important to maintain more than 2 metres distance from those around you to avoid being classed as a possible Contact.

These actions will help protect others in your community whilst you are infectious.

Plan ahead and ask others for help to ensure that you can successfully stay at home.

Ask your employer, friends and family to help you to get the things you need to stay at home.

Stay at least 2 metres (about 3 steps) away from other people in your home whenever possible.

Sleep alone, if that is possible.

Wash your hands regularly for 20 seconds, each time using soap and water.

Stay away from vulnerable individuals such as the elderly and those with underlying health conditions as much as possible.

You do not need to call NHS 111 to go into self-isolation.

**If your symptoms worsen during home isolation or you are no better after 7 days contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.**

## **Does the new coronavirus only affect older people, or can younger people also get it?**

People of all ages can get coronavirus.

Older people, and people with pre-existing medical conditions (such as asthma, diabetes or heart disease) are more likely to become severely ill with the virus.

People of all ages should follow simple measures to stop viruses like coronavirus spreading, for example by washing their hands often with soap and water.

## **Do I need to wear a protective face mask on campus?**

The University requires staff and students to wear face coverings whilst inside the buildings on campus (other than the exceptions noted in the paragraph above) in order to protect fellow staff and students.

They may be removed whilst outside on the campus. Due to the social distancing requirements, all students must wear a face covering within classrooms – if you are not able to do so, you will generally only be able to participate in the class remotely.

You must not remove the face covering whilst in class, and so you may not eat in class.

The presentation of an exception card/badge from the Government website or other source does not automatically provide for an exemption to the policy of wearing a face covering in a University building.

Students who can evidence a medical exemption for wearing a face covering should visit Student Services who can issue a pass, which you will be required to carry at all times when on campus. This pass will permit you to enter the University buildings without a face covering.

To access classrooms, laboratories and studios you must contact Student Services and your Programme Leader who will consider what reasonable adjustments can be made in classrooms and teaching environments that do not put other members of the University community at risk.

The Programme Leader will communicate with you what adjustments can be made and, in instances where adjustments cannot be made, they will notify you of any alternative arrangements which may include engaging with online learning only.

You can make face-coverings at home. The key thing is it should cover the mouth and nose. Face coverings are mainly intended to protect others, not the wearer, from coronavirus (Covid-19) they are not a replacement for social distancing and regular hand washing.

For detailed guidance on where you must wear face masks, see 'staying safe outside your home' on [Coronavirus \(COVID-19\): staying safe outside your home | nidirect](#)

## **What if I am unable or unwilling to come on campus for an extended period due to COVID-related issues?**

You are encouraged to come on-campus for your activities on your allotted sessions if you are able.

In exceptional circumstances, where there is a legitimate reason for not coming on to campus for an extended period, the University will, where possible, seek to identify alternate methods to ensure you can still achieve the learning outcomes.

For example, some of the on-campus activities may be streamed/recorded to enable you to continue to participate.

You will need to complete the form here:

<https://www.bolton.ac.uk/assets/hosted/Exceptional-Request-toStudy-Remotely-due-to-the-Covid-19-Pandemic-29-09-2020-Final.docx>

Email the form to your Programme Leader to request a period of absence from on-campus activities.

Depending on the nature of the request, we may suggest additional support via the Disability Team or the Life Lounge support services.

Students who request not to come on-campus for less exceptional reasons will be considered by the Programme Leader on a case-by case basis, and only agreed for a maximum of two weeks at a time.

## **What is the University position on students posting comments about what the University is doing in response to the Covid-19 outbreak?**

The University understands that you may use social media to interact and share information via online communication channels.

However, all members of the University community should always use social media responsibly and carefully manage their digital footprint.

You must also ensure that they you familiarise yourself with the latest Social Media and IT Use policies of the University and, when relevant, the professional/regulatory code of conduct that relates to their programme of study and/or profession.

The inappropriate use of social media can be damaging to your own reputation, harm others but can also damage the reputation of the University.

Further information can be found via the following links:

<https://www.bolton.ac.uk/assets/Uploads/Student-Social-MediaGuidance-2018-22.pdf>

<https://www.bolton.ac.uk/assets/Uploads/Student-Non-AcademicConduct-and-Disciplinary-Policy-and-Procedure-2019-22.pdf>

## **Are graduation ceremonies planned to take place this year?**

The University of Bolton continues to closely monitor the developments with relation to the Coronavirus (COVID-19) pandemic.

For those of you who were scheduled to graduate in July 2020, we had been planning for graduation ceremonies to take place in February 2021. Sadly, as a result of further Government restrictions this could not take place.

Please keep your contact details up to date and we will provide you with the necessary information in due course.

## **Will postponement of graduation affect me receiving my qualification?**

Please be assured that you do not have to wait until a graduation ceremony to receive your qualification. The Degree Congregation is the ceremonial element to your studies.

Awards will still be confirmed following a final Assessment Board and it is anticipated that certificates for successful graduates will be posted out (where possible) within eight weeks after the Board.

This took place for the July 2020 graduates successfully.

This means that you will graduate as planned following an Assessment Board (but without a ceremony), and in the Summer of 2021, we hope that you will have the opportunity to celebrate your success at a graduation ceremony with your family and friends.

## **Who should I contact if I have further questions that might not be answered in these FAQs?**

Please contact your Personal Tutor or Programme Leader in the first instance if you have any questions. Please be patient in waiting for a response from them.

## **Useful links**

Measures taken by the University of Bolton to make the campus Covid-safe: [www.youtube.com/watch?v=01GbPnFIKlg](https://www.youtube.com/watch?v=01GbPnFIKlg)

Student Reorientation Guidelines video: [www.youtube.com/watch?v=h9z5D0C2Kos](https://www.youtube.com/watch?v=h9z5D0C2Kos)

UoB Student Union President video on responsible behaviours: <https://youtu.be/d2VBEBU3Vtw>

Induction Welcome video: <https://youtu.be/yZ2b29eHOYs>

Access Protocol: [www.bolton.ac.uk/assets/hosted/Student-Access-Protocol.pdf](http://www.bolton.ac.uk/assets/hosted/Student-Access-Protocol.pdf)

Bolton Student Pledge [www.bolton.ac.uk/assets/hosted/Bolton-Student-Pledge.pdf](http://www.bolton.ac.uk/assets/hosted/Bolton-Student-Pledge.pdf)

Classroom Behaviour Poster: [www.bolton.ac.uk/assets/hosted/Classroom-Etiquette-Poster.pdf](http://www.bolton.ac.uk/assets/hosted/Classroom-Etiquette-Poster.pdf)

Joint Greater Manchester Universities Statements: [www.bolton.ac.uk/assets/hosted/GMCA-Information-for-Students.pdf](http://www.bolton.ac.uk/assets/hosted/GMCA-Information-for-Students.pdf)

[www.bolton.ac.uk/assets/hosted/Joint-Statement-from-GM-Universities.pdf](http://www.bolton.ac.uk/assets/hosted/Joint-Statement-from-GM-Universities.pdf)