



**Norland
COVID-19 Risk
Mitigation Guidance**

Introduction

In July, the UK moved into phase 4 of the government's roadmap to easing COVID-19 lockdown restrictions. Norland has made appropriate adjustments to its existing risk mitigation measures in its continued effort to minimise the spread of COVID-19.

Norland also has an Outbreak Response Plan available [here](#).

All measures and plans, including our contingency plans, are based on a range of official guidance – including all the relevant government guidance related to COVID-19, including the guidance on working safely during COVID-19; the COVID-19 guidance related to higher education from both the Department for Education (DfE) and the Office for Student (OfS), such as the higher education operational COVID-19 guidance, the contingency framework for education and childcare settings and the student guide to coronavirus; the Bath and North East Somerset local outbreak management plan; COVID-19 guidance from the Advisory, Conciliation and Arbitration Service for employers and employees; the regulatory guidance from the OfS, the Quality Assurance Agency, and the Competition and Markets Authority – as well as the Norland COVID-19 Guiding Principles. All documentation is reviewed and updated on a regular basis and shared with all members of the Norland community.

The purpose of this document is to outline and share with all our stakeholders the risk mitigation measures we are continuing to take to minimise the spread of COVID-19. We cannot completely guarantee that we will remain free from COVID-19, but, if we all work together, we can help to minimise the risk for Norland and the local community. All our measures are based on a range of official guidance, as well as the Norland COVID-19 Guiding Principles, and have been drawn up in consultation with staff, students and stakeholders.

Please note that the actions outlined below are temporary measures.

General risk mitigation measures

The following section provides information on the general risk mitigation measures we are taking as a college. We expect all staff and students to actively engage with these measures at all times while on campus.

Face coverings

It is no longer a legal requirement to wear a face covering. However, Norland would like all staff, students and visitors to wear a face covering in all communal areas unless exempt. We do not require students to wear a face covering in lectures, but you are free to wear one should you wish. You may choose to wear either a face mask, a visor or a transparent full-face covering. It is important to use face coverings properly and wash/ sanitise your hands before putting them on and taking them off. When your face mask is not in use, please ensure you store it in a sealed plastic bag.

Students should endeavour to wear the branded face masks provided by Norland where possible, particularly when on placement.

If you are not able to wear a face covering because of a physical or mental illness or impairment, or a disability, or if wearing a face covering will cause you particular distress, please speak to a member of staff or, in the case of staff, to your line manager. All exemptions must be confirmed by a medical professional.

Staff must ensure that personal face masks are fit for purpose and adhere to the staff dress codes as per the staff handbook.

You are responsible for regularly cleaning any face coverings.

Feeling unwell with COVID-19 symptoms

Under no circumstances should a member of staff or a student come onto campus if they are experiencing any of the listed confirmed symptoms of COVID-19.

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- 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).
- a 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.

If you have any COVID-related symptoms, you must remain at home and contact NHS 119 or use the NHS online portal to book a test. **Please refer to Norland’s [Outbreak Response Plan](#) for further information.**

For suspected and confirmed cases, there are standard protocols, outlined in the Outbreak Response Plan, which detail the procedures that a staff member or student should follow if they feel unwell and are displaying one or more of the COVID symptoms, or if they receive notification of a positive test result.

You should immediately self-isolate for a period of 10 full days from the day after the positive test result or the onset of symptoms. You must contact NHS 119 or use the NHS online portal to book a test or call NHS 111 if you are uncertain whether or not you have COVID-19 symptoms. Following this, a series of protocols will be followed, which will help to ensure that suspected or confirmed cases are identified and then reported in the Norland COVID-19 database, and that an appropriate response action is applied. This might include self-isolation, contact tracing and/or campus closure and movement of our operations online should an outbreak occur.

If you are double vaccinated, you will no longer be legally required to self-isolate if you are identified as a close contact of a positive COVID-19 case. Instead, you will be advised to take a PCR test as soon as possible to check if you have the virus and for variants of concern. PCR home tests can be ordered online, by calling 119 or going to a test site. Please see [self-isolation guidance](#) for further information.

For students, if you are not double vaccinated you will be required to **remain at home if a fellow housemate has been advised to self-isolate and is being tested**. You will need to contact absence@norland.ac.uk to report your absence and the reason for your absence. Norland will keep a central log of all students with suspected and/or confirmed cases of COVID-19, as required by Public Health England.

For staff, line managers must email NorlandHR@norland.ac.uk to advise HR of all staff absences and inform them of any suspected and confirmed cases of COVID-19. HR will keep a central log of all staff with suspected and/or confirmed cases of COVID-19, as required by Public Health England.

Norland will also contact the Self-Isolation Service Hub on 020 3743 6715 as soon as we are made aware that any member of staff has tested positive.

It is strongly recommended that staff and students who are feeling unwell with symptoms unrelated to COVID-19 should also remain at home and should not return to campus until their symptoms have passed.

If you are a member of staff and are having to self-isolate but are not symptomatic or feeling unwell, you can work from home. If you are feeling unwell, you should take the time to recover and take the appropriate time off as sick leave. You will need to keep your line manager informed. ***Please note, children under the age of 18 are no longer legally required to self-isolate if they have been identified as a close contact of a positive COVID-case.***

Please note that we are required by law to report **ALL** positive cases of COVID-19 to the local Health Protection Team (Public Health England) and the Department for Education.

Entering and exiting and usage of the buildings and rooms

We encourage all staff and students to download the NHS COVID-19 app in order to scan the Norland QR Code. Please see the section below about Test and Trace for further information.

Please use your ID card to enter the buildings and use the hand sanitiser upon entry. When exiting the buildings, please use the antibacterial wipes to wipe down the door handle and door release button before and after use.

There are hand sanitiser units throughout the building; please use these when you enter and leave a room. All office desks have been fitted with protective screens, and additional mobile screens are available where needed, including the teaching rooms.

Use of water cooler units

Please ensure that you fill your own water bottle at home before coming onto campus. Access to the water cooler units will be permitted for refills if required. However, you must observe the following before and after use:

- Wash your hands.
- Clean your water bottle with an antibacterial wipe, paying particular attention to the bottle opening/spout.
- When refilling, try to minimise contact between the water cooler spout and your water bottle.
- After using the water cooler, you must wipe down the tap and spout using the antibacterial wipes provided.

Use of communal printers and photocopiers

Think before printing!

After using the printer or photocopier, you must wipe down the areas you have touched using the antibacterial wipes provided.

Ventilation

All rooms and offices should be suitably ventilated by having an open door and window(s). During inclement/ cold weather, the windows will be opened at the top to minimise the risk of draughts.

Current advice states that even partially open windows can still provide acceptable ventilation while keeping the workplace comfortable. However, all students and staff can wear their coats inside should they wish. Fan convector heaters and desk fans should only be used if the area is well ventilated.

Identifying poorly ventilated areas and using CO2 monitors:

People exhale carbon dioxide (CO₂) when they breathe out. If there is a build-up of CO₂ in an area, it can indicate that ventilation needs improving. Although CO₂ levels are not a direct measure of possible exposure to COVID-19, checking levels using a monitor can help identify poorly ventilated areas. Norland has invested in a CO₂ monitor and will measure the CO₂ levels for each office and lecture room on a regular basis, taking immediate action, such as opening more windows, should the readings prove too high.

Purging (airing rooms):

Airing rooms as frequently as possible improves ventilation. Therefore, where feasible, all doors and windows will be opened after lectures to maximise ventilation in the room.

Air purifiers in lecture rooms:

We have placed air purifiers in the smaller lecture rooms. These units help to reduce airborne transmission of the virus. These units are not a substitute for ventilation so the doors and windows should remain open where feasible.

Arrival procedure for students travelling to the UK from overseas

Different restrictions apply to students arriving from overseas (known as the [traffic light system](#)) depending on the level of risk. Students will need to comply with the relevant measures outlined in the traffic light system depending on which country they have departed from/ travelled through in the preceding 10 days. For more information, please refer to [Norland's COVID-19 Travel Guidance for Students](#).

LFD testing

The use of lateral flow device (LFD) tests can significantly improve the detection of positive cases, so people can isolate themselves and prevent the spread of the disease.

Norland has been engaging with the national universities asymptomatic mass testing programme since November 2020. We have now moved to home testing through the LFD Collect programme and will provide students and staff with their own testing kits to use at home whilst the LFD Collect programme continues.

Students and staff testing positive for the virus will be contacted by NHS Test and Trace by email or text to help them track their contacts. This will help identify who they may have been in close contact with, protecting others from further transmission.

Upon notification of a positive LFD test result, students and staff should follow the [stay at home national guidance](#).

You are not required to self-isolate if you live in the same household as someone who has tested positive for COVID-19, or are a close contact of someone with COVID-19, and any of the following apply:

- You are fully vaccinated.
- You are below the age of 18 years and 6 months.
- You are unable to get vaccinated for medical reasons.

Instead, you will be contacted by NHS Test and Trace, informed you have been in close contact with a positive case and will be advised to take a PCR test. We encourage all individuals to take a PCR test if advised to do so.

Participation in the testing programme is voluntary but we strongly recommend students and staff do their civic duty and get tested. Individuals should have twice weekly lateral flow device (LFD) tests (Sunday and Wednesday evenings) to maximise the effectiveness of the testing programme.

Students should test 48 hours before they travel to Bath by ordering a free test online or accessing testing in their local community.

NHS Test and Trace

The official NHS COVID-19 Test and Trace app is part of a national testing and contact tracing programme, which is used to notify users if they have come into contact with someone who tests positive for COVID-19.

The app will allow you to report symptoms, order a COVID-19 test and check in to venues by scanning a QR code, as well as helping the NHS trace individuals that may have the virus. The app does this while protecting your anonymity. Nobody, including the UK government, will know who or where a particular user is. The app will be used to help the NHS track the virus, not individuals.

Please read the NHS Test and Trace guidance to find out more about the app, or simply search for “NHS COVID-19” in your app store. If you do not have a smartphone capable of running the app, you will be unable to engage in this particular initiative.

We will display QR codes alongside guidance posters at the entrances to Oldfield Park and York Place. **All staff, students and visitors to Norland will be asked to check in by scanning a QR code on arrival. We will have one QR code for Oldfield Park and one for York Place, so you will need to check in each time you arrive at either building.** There is no need to check out when leaving the building.

Using the app to check in should occur **IN ADDITION** to the usual methods of registration. In other words, **you still need to swipe in and out of the main buildings, or into/out of each lecture room, etc.** This is because they are different systems for different purposes.

If you are a staff member and are expecting a visitor, please ensure they check in with the app as well as signing in with reception (please see the section below regarding external visitors).

COVID-19 vaccination

Norland encourages all staff and students to get vaccinated.

The COVID-19 vaccination is now being offered to everyone aged 18 and over at local sites run by GPs, community pharmacies or at larger vaccination centres. You can book your vaccine [online](#) or by calling NHS 119. When you receive your vaccination, please do let Norland know. Students can inform us by emailing absence@norland.ac.uk and staff can inform us by emailing NorlandHR@norland.ac.uk.

The wider community

Staff and students must maintain their vigilance and compliance with all risk mitigation measures both on and off campus in order to protect the local community, such as wearing face coverings on public transport and following local protocols.

Information for staff

The following section provides information on the risk mitigation measures we are taking for staff. **We expect all staff to actively engage with these measures at all times while on campus.**

Use of the staffroom and kitchen

Staff can use all the facilities available in the kitchen areas provided that the following measures are followed:

- Place dirty dishes in the dishwasher, or, if the dishwasher is full, wash by hand. Do not leave dirty items on the counter or in the sink.
- **After use, wipe down all surfaces, handles and taps you have touched** with the antibacterial wipes provided.

Dishwashers will go through on the highest setting each evening. When emptying the dishwasher, staff must ensure their hands are clean.

Open-door policy

All internal doors have been fitted with a Dorgard mechanism which allows them to be kept open during opening hours. These mechanisms are activated and will close automatically should the fire alarm sound.

All doors must be kept open unless there is a reason to close them, such as to guarantee confidentiality. This is to reduce the use of door handles and thereby reduce the risk of transmitting germs and to improve ventilation.

Please keep windows open, especially if there are more than two people in the room.

Desks and hot-desking

All desks have been **fitted with clear screens for additional protection**. Although we have taken measures to limit the use of hot-desking, it is permitted where necessary. However, the following precautions must be taken:

- You must observe regular hand washing/sanitising.
- You must use antibacterial wipes to wipe down the desk after you have used it.
- You must only use your own device, keyboard and mouse. If you do not have access to these items, please contact the IT helpdesk. Please note, you do not need to use your own monitor, but you must wipe down the surface of the monitor available on the hot desk after use.

Internal post

The receptionists will no longer hand-deliver post to offices. Each team and/or office has been provided with a pigeonhole in the staff room at Oldfield Park and reception at York Place.

Information for students

The following section provides information on the risk mitigation measures we are taking for students. **We expect all students to actively engage with these measures at all times.**

We are committed to ensuring that the teaching and learning for the degree and diploma are not disrupted, and we are implementing many systems and processes to achieve this.

Teaching and learning

Social distancing requirements are no longer in place and therefore we have returned to the normal teaching timetable. Teaching bubbles have largely been based on housing bubbles in order to help mitigate the risk of transmission. Students are required to wipe down all surfaces after use such as their chairs and tables in lecture rooms, and any resources used where appropriate. All lectures will be recorded by the lecture capture software installed in each room. This will ensure that anyone needing to self-isolate will not miss out on lectures, speakers or practical classes. Lectures that you were unable to attend will be available via Moodle, our virtual learning environment, following the session.

Students who are concerned about their own particular circumstances should please contact Debbie Buck or their tutor.

Placements

All students will continue to access placements in schools, nurseries and with families.

You will be asked to complete and sign a [daily health declaration](#) to allow the placement to proceed. The placement team are available to support and guide you with further information if you wish to discuss any aspect of this process.

Please refer to the [Placement Protocol](#) for further guidance on what to do should there be a COVID-19-related incident at your placement.

Virtual placements

Virtual placements will replace hands-on placements if government guidance changes. This will ensure that diploma learning outcomes are covered and that every student continues to have the opportunity to progress.

Extracurricular activities

Norland has an active community of students who join and create clubs and societies, and we will continue to be led by the needs and interests of our students, for example the Norland choir. New ideas are actively encouraged – this is your student experience! We have a [virtual extracurricular noticeboard](#), where you can find further information for these activities.

Travelling to and from campus or placement

If you must use public transport, please follow the latest [government guidance](#) to ensure you are travelling safely. This guidance is also helpful when you travel at the beginning and end of term. The guidance includes the following suggestions:

- wear a face covering unless you are exempt.
- wash and/or sanitise your hands when you get on and off the vehicle.

Travelling home during holidays

- **Students who are self-isolating must not travel home.**
- All students travelling abroad should adhere to the government guidelines regarding travel.
- Please inform us if you are travelling abroad.

For further information, please refer to the [COVID-19 Travel Guidance for Students](#).

Library

The library opening hours are:

- **Monday to Thursday: 8:30am to 9:30pm**
- **Friday: 8:30am to 4:30pm**
- **Saturday: 9am to 4pm**

Please note that you must hand sanitise before and after handling any books.

Student support

Students can book appointments for academic, counselling or other support directly with Wendy Cooper and Mog Thirlwall, the Student Support team, via email.

In addition:

- Appointments and meetings can take place via video or phone call, both on campus and remotely. A new confidentiality agreement has been written to cover video and phone counselling consultations.
- The student support office is large, with good ventilation and a large perspex screen. This will be the room used principally by student support staff for meeting students.
- The consultation room has been equipped with a large protective screen and can be used by any staff and students requiring space for a meeting.
- Norland has invested in Togetherall, an online platform providing mental wellbeing support, which students can access 24/7.

The Norland Angels

The Norland Angels is a support group run by Norland students to help their fellow students who may need support while self-isolating. The Norland Angels can arrange food parcel deliveries and collect medicines for students who are unable to leave their house.

To contact the Norland Angels, either to offer your time to help or because you are self-isolating, please use the Norland Angels tile on MS Teams.

Student Space platform

The [Student Space](#) platform, developed with the Office for Students, has been created to help students access support during the COVID-19 pandemic.

Student Space allows students to:

- access dedicated support services, by phone or text.
- find information and tools to help them through the challenges of the pandemic.
- access support provided by their university.

Student accommodation

Although Norland does not manage student accommodation, we have good working relationships with our first-year landlords. **We advise all students in houses of multiple occupancy (HMOs) to work together to consider their 'house rules' in relation to how they will instigate any necessary risk mitigation measures for themselves and any visitors (particularly if they have to self-isolate).**

In order to reduce the risk of transmitting COVID-19, we will only accept deliveries for Norland and not personal packages.

IT support

All IT issues must be reported by emailing helpdesk@norland.ac.uk.

Should you require face-to-face help, please email the helpdesk to arrange an appointment where possible.

You must wipe down your device with an antibacterial wipe before the IT support technician approaches. Once the device has been returned, please wipe it down with an antibacterial wipe and then wash your hands. The IT support technician must also immediately wash their hands.

First aid

First aid will continue to be administered at a safe distance, and in line with current government guidance, by our on-staff first-aiders.

In emergency situations, 999 will be called and advice will be taken from the operator. Should resuscitation be required, a defibrillator can be used.

Visitors and external speakers

Please follow the below guidance if you are expecting a visitor or guest speaker:

- Advise the visitor that they must complete an LFD test the morning of their visit and should only attend campus if their test result is negative. They will be asked to show their test result notification to the receptionist upon arrival.
- All visitors must wear a face covering in communal areas and observe our risk mitigation measures while on campus.
- You must advise Reception in advance of their arrival. They will be required to have their temperature taken by the receptionist who will use a non-contact thermometer. Should your guest present with a high temperature, they must leave immediately and take advice from NHS 111.

- They will be required to provide their name and contact telephone number for our internal contact tracing system. These details will be retained for 21 days as required by the NHS Test and Trace process.
- You must supervise their visit and show them how to exit the building once their visit has concluded. Please ensure any surfaces and resources are sanitised after use.

NQNs

It is important that NQNs continue to work in line with Public Health England guidance.

The NQN team will be required to visit NQNs as part of the appraisal process. These visits will be conducted in line with current government guidance.

The NQN team are available to help and guide you with further information or support during this time.

Measures in response to COVID-19 cases

Please refer to [Norland's Outbreak Response Plan](#).

Norland has a range of protocols for **identifying, reporting and responding** to possible outbreaks. We have in place a range of **risk mitigation measures and early warning systems**, which are outlined in the Outbreak Response Plan to alert us to the possibility of any suspected COVID-19 case in the Norland community and to help both prevent and/or contain cases.

These measures include a rigorous cleaning regime and well established hygiene practices, good ventilation with air purifier systems in the main teaching rooms, carbon dioxide monitoring, twice weekly asymptomatic testing of staff and students (LFD testing via the 'LFD Collect' system or via on-site testing - 'ATS'), a specific reporting system for any student or staff member who displays symptoms or reports a positive case and self-isolation for any suspected cases in accordance with the latest guidance.

In the event of an outbreak and/or if advised by the local HPT, Norland may put in place some additional **control measures**, such as a return to wearing face coverings in lectures, cancellation of visiting lecturers and/or events such as open day, enhanced testing arrangements and/or on-site testing (ATS), enhanced ventilation and hygiene measures, possible adaptation of teaching delivery such as outdoor teaching, possible attendance restrictions (only if absolutely necessary) or (as a last resort) a temporary move to online teaching and learning.

A Norland representative regularly attends the Bath and North East Somerset Local Area Outbreak Engagement Board in order to keep abreast of developments in the local authority, and we are therefore in a good position to respond quickly to any local directives. Moreover, a Norland representative regularly attends the South West Public Health England Universities COVID-19 Network to keep abreast of the current situation for HEIs in the South West.

There is a succession planning system in place should staff need to self-isolate in order to ensure that any staff absence does not adversely affect the operations of Norland and the student experience.

Further information and contact details for queries

Please visit our [coronavirus page](#) on our website for more information regarding our Placement Protocol, Outbreak Response Plan and travel guidance.

Norland expects all staff and students to adhere to the measures outlined in this document. Failure to do so may result in disciplinary action.

If you have any queries regarding the content of this document or wish to receive further information, please contact the following members of staff:

For all teaching and learning queries

Debbie Buck, Head of Learning and Teaching deborah.buck@norland.ac.uk

For all other queries

Stephanie Taylor, Head of HR, Resources and Compliance stephanie.taylor@norland.ac.uk