



**Norland
COVID-19 Outbreak
Response Plan**

Introduction

Norland has put in place a wide range of risk mitigation measures to minimise the spread of COVID-19 and help break the chains of transmission. This document details Norland's Outbreak Response Plan (Contingency Framework) for 2021/22, which identifies proportionate actions to reduce transmission and covers scenarios such as:

- *increased prevalence of infection locally that requires interventions in the whole community, including students and staff*
- *a large-scale outbreak that may impact on the activities of the Norland community*
- *a localised outbreak in student accommodation*
- *a localised outbreak involving a particular student or staff member.*

All measures and plans, including our contingency plans, are based on a range of official guidance. This includes 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 Students (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; and 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.

Norland's general risk mitigation measures and guidelines regarding travel are outlined elsewhere, see [here](#).

We have also made judgements about our provision and our response to COVID-19 cases with due regard to our local and vocational context. Staff, students and other stakeholders, such as placement settings and families, have contributed to the development of our guidelines and plans, including our risk assessment protocols, contingency plans and risk mitigation activities. This document outlines Norland's planned response in the event of a COVID-19 outbreak, as well as our preventative measures that help to mitigate and manage the risk of transmission.

As per government guidelines, Norland will continue to operate with face-to-face teaching for the vast majority of the degree and diploma programme, with a small percentage (10%) of online teaching operating as a blended learning format, as requested by students last year. All other provision is also operating as normal, including placement provision and social activity. Norland is making every effort to ensure that the course operates as normal.

However, contingency plans are in place should additional restrictions be needed (as noted in this document), including the movement of operations online should Norland be instructed to do so by the government or local health protection team (HPT).

Summary of risk mitigation/control measures

- In summary, 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 this document and/or in the Risk Mitigation document, to alert us to the possibility of any suspected COVID-19 case in the Norland community and to help 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' programme), 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.

- Although Norland is no longer operating social distancing regulations, it is retaining many other risk mitigation measures to reduce transmission, such as stringent hygiene measures and the use of face coverings for all students, staff and visitors in public areas. Adaptations are made in accordance with changes in government guidance or regulations such as the use of face coverings for lectures.
- All students on placements sign a daily health declaration to confirm they are symptom/case free. We also contact all settings prior to the commencement of placements to ascertain the level of risk, and we contact all family placements to check for any suspected or confirmed cases within the family. Placements will also be informed if students are identified as a contact of a positive case so that any necessary decisions can be made about continuing the placement.
- The local HPT will be informed and contacted for advice in the first instance regarding any additional control measures that may need to be put in place.
- Norland also has plans in place to ensure an immediate and appropriate response to confirmed COVID-19 cases in its community.
- **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 cancellation of visiting lecturers and/or events such as open days, enhanced testing arrangements, 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.
- Placements may or may not continue and students will be advised in a timely manner about whether or not they are able to attend placements as per our [Placement Protocol](#) document and the information below.
- Currently, education settings are advised to seek public health advice when the following thresholds have been reached: when five students or members of staff, who are likely to have mixed closely (such as a household or teaching group bubble), test positive for COVID-19 within a 7-10-day period, and when 10% of students or staff who are likely to have mixed closely test positive for COVID-19 within a 7-10-day period.
- All the necessary and required protocols for the twice-weekly asymptomatic testing programme have been implemented, including protocols should a positive result occur. Students have been updated regarding these protocols. Students have been incentivised to participate in this programme and their civic duty has been emphasised.
- Students and staff are also being actively encouraged to participate in the vaccination programme and to access the NHS COVID-19 Pass app.
- The standard protocols require any staff member or student who is feeling unwell and displaying one or more of the COVID-19 symptoms to notify Norland. Students should notify via absence@norland.ac.uk and staff via NorlandHR@norland.ac.uk. They should immediately self-isolate for the period required. They should contact NHS 119 or use the [NHS online portal](#) to book a PCR test (unless regulations change) and continue to isolate, or call NHS 111 if they are uncertain whether they have COVID-19 symptoms. Following this, a series of protocols are followed to ensure that suspected or confirmed cases are identified and reported both in the Norland COVID-19 database and to the local HPT, and that an appropriate control measure or action is applied. These are outlined in the outbreak information flow charts below.
- Students and staff who are advised to get a PCR test as part of the NHS Test and Trace system should call 119 or use the [NHS online portal](#) to book a test. For contacts of a positive case who are exempt, isolation whilst awaiting the results of a PCR test is no longer required.
- Students and staff who have a positive test will be contacted by NHS Test and Trace so that they can report the people they have been in contact with. NHS Test and Trace will then contact relevant students and staff to advise them to self-isolate if they have been in contact with a positive case. Any person identified as a

contact should self-isolate for the required period, unless they are exempt and therefore should do an LFD test daily for 7 consecutive days. PCR tests should be undertaken if required.

- If a student or staff member tests positive, is contacted by the NHS Test and Trace service and is advised to self-isolate or get a test, they should follow the protocols outlined in the outbreak information flow charts below.
- Norland will implement any necessary protocols, such as informing placements and bubble groups via the Norland contact tracing procedure, as outlined in the outbreak information flow charts below.
- Students or staff who have one or more symptoms or are advised by NHS Test and Trace to self-isolate should follow the strict government regulations regarding self-isolation protocols for the period required or as advised. If a student or staff member is asked by Norland to self-isolate as a precautionary measure, the terms of the self-isolation protocols may depend on the level of risk on a case-by-case basis.
- Vulnerable students may choose to self-isolate in contact cases, as a precautionary measure, even if they are exempt or are not required to self-isolate.
- Any student self-isolating should remain in their existing accommodation. They should not return home.
- If a student is self-isolating due to another member of the household having tested positive and they then develop symptoms, their self-isolation period should recommence from the day after the onset of symptoms for the required period. If other students in the same HMO (house of multiple occupancy) do not develop symptoms, their self-isolation period is counted from the day after the date of the first person with a confirmed case, unless they are exempt.
- **NOTE:** The requirement to self-isolate may depend on the person's vaccination status and/or age. Currently, staff and students who have been vaccinated ('double jabbed') with an MHRA-approved COVID-19 vaccine (provided that at least 14 days have passed since the recommended doses of that vaccine were received), and those who are aged 18 years and 6 months or under, are no longer required to self-isolate if they have been in close contact with a positive case, i.e., they are exempt from self-isolating. This new ruling also applies to those who have been notified they are a contact by the NHS COVID-19 app. If they develop symptoms, they will need to self-isolate immediately and take a PCR test if required. They should continue to self-isolate for the required period. Please check the government guidance, for any changes regarding undertaking a PCR test - see www.gov.uk/government/publications/covid-19-stay-at-home-guidance.
- If staff or students have had a positive test result, they should continue to undertake LFD tests as the 90 day period exemption has now changed.
- All confirmed cases will be reported to the necessary authorities through our reporting systems as directed (for example, to the DfE and the local HPT).
- Although Norland now operates the home-based, asymptomatic self-testing LFD Collect system, it has a pop-up site for any student, staff or visitor who has not been able to test at home.
- Particular processes have been put in place to provide virtual placement alternatives where needed, and a system of 'check-ins' helps to ensure self-isolating students are appropriately supported. Staff notify Norland via their line manager as per the current system, with similar protocols followed.
- When students have to self-isolate and are on placement and well enough, they should contact the placement team to decide whether they can engage with the placement online, or whether they should undertake a virtual placement instead.
- In the case of a student needing to self-isolate on family placement, a decision will be made with all the parties concerned via the placement team about whether or not the student should continue with the placement, although it is likely that the student will temporarily suspend the placement and self-isolate pending NHS advice – if they are live-in/residential, they may need to self-isolate within the placement home.

- Once the self-isolation period has ended, or if a test is taken and comes back negative, the student (and any in their bubble who are symptom free) may return to Norland once agreed by their tutor and/or HR, or they may return to the placement once agreed by the placement family or setting and the placement team.
- Norland will close its sites and move online if notified by either the government or Public Health England (PHE).
- 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. Senior staff also regularly attend the PHE South West Universities COVID-19 meetings, the Department of Health and Social Care/DfE COVID-19 meetings for universities and the Independent Higher Education COVID-19 strategy meetings. We are working closely with these organisations and are in a good position to respond quickly to any local and national directives. Norland has a succession planning system in place should staff need to self-isolate in order to ensure that any staff absence does not adversely affect our operations or the student experience.
- The single point of contact for reporting cases to the authorities is the Principal, with the Head of HR as a back-up.
- It should be noted that in making decisions about continuing on placement, we have taken into consideration the current government guidelines, which state that paid or unpaid childcare, for example nannies and childminders, can take place subject to being able to meet the public health principles and risk assessment protocols. These are covered by the Risk Mitigation Guidance document – [see here](#).
- Norland has encouraged staff and students to download and use the NHS Test and Trace app and has registered both sites as venues as part of the QR code check-in system. It also has its own COVID-19 database for recording all the necessary details of suspected and confirmed cases, as required by the regulations. It has a similar record system for any visitors to the college.
- It should be noted that Norland will also operate a case-by-case analysis for each situation, as there may be extenuating circumstances that need to be taken into consideration.
- Updated information charts are provided at the end of this document to ease understanding of the various scenarios and to distinguish between the protocols for suspected and confirmed cases.
- Norland has a Code of Professional Responsibilities to which all students must adhere and to which they confirm compliance by re-signing each year. Any breaches of COVID-secure behaviour, government guidance or Norland COVID-19 protocols will result in disciplinary action being taken.
- Staff and students should ensure they uphold confidentiality and GDPR regulations and share information on a need-to-know basis only. Names of students or staff with suspected and confirmed cases will only be shared where necessary. The contact tracing procedure may reveal only the student’s teaching groups.
- Norland has developed an army of volunteers called Norland Angels to help support students who are self-isolating. Norland has also implemented a wellbeing programme for students self-isolating, students who attend campus and, in the event of a lockdown, students studying online.
- All lectures and practical sessions are recorded, and students will be able to access teaching and learning (if well enough) during their self-isolation period. A ‘mitigating circumstances’ protocol is in place for any students who are not well enough to engage in college activities.
- Systems are in place for students returning for the new academic year, including a reporting process for testing 24 hours prior to arrival and twice weekly thereafter.
- Students can also contact Norland’s emergency phone number when needed – **07394 568419** – which is operational 24/7.
- Should any staff or student be admitted to hospital, or refuse to take a test, Norland will contact the DfE helpline (0800 046 8687) as per protocols.

- If a confirmed case has not been on campus during the infectious period (48 hours before symptoms to 7-10 days after), then no further action will be taken other than standard reporting processes and support protocols.
- If a student starts to develop symptoms while on campus, they will be immediately isolated from others and sent home.
- Communication systems are in place to ensure international students are aware of government protocols.
- Strong messaging systems and communication processes are in place to keep staff and students aware of symptoms, isolation advice, testing protocols, vaccination uptake and reporting processes.
- Appropriate governance processes are in place for managing the COVID-19 situation. The SLT (senior leadership team) meet regularly and risk-assess the situation, with reference to government and regulatory guidance. Lines of responsibility are clearly set out and the SLT regularly report to the governing body (the Norland board of directors).
- All systems and processes proved effective in the past academic year, with no COVID-19 transmissions on campus. Swift action was taken when cases did occur, and all were suitably contained. We also successfully and swiftly moved operations online when necessary.

For more details of the protocols to be followed, please see the [outbreak information flow charts](#) below.

What should I do if I think I have COVID-19?

Students

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.

Most people with coronavirus have at least one of these symptoms.

If you have one or more of these symptoms, then you must follow the guidance below:

STAY HOME

Contact absence@norland.ac.uk to let us know. Do not have visitors. Anyone you live with may also need to self-isolate at the same time, unless they are exempt. Anyone in your support bubble should also stay at home if you have been in close contact with them since your symptoms started or during the 48 hours before they started, unless they are exempt.

CONTACT NHS 119

Contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain whether you have COVID-19 symptoms

LET US KNOW

Contact absence@norland.ac.uk to let us know when your test is taking place. Advise us of the results as soon as you can. Self-isolate.

MEANT TO BE ON PLACEMENT?

Contact placements@norland.ac.uk who will decide with you the best course of action for the rest of your placement

RETURN TO COLLEGE

You will only be allowed to return to college once your self-isolation period has ended, or as advised by NHS Test and Trace, or if you receive a negative test result after displaying symptoms. All those contacts told to self-isolate by Test and Trace must complete the self-isolation period, unless they are exempt. You will need to agree your return to college either with your tutor, or with the placement team if you are meant to be on placement.

What should I do if a student thinks they might have COVID-19?

Internal actions

UPDATE THE DATABASE

Absence@norland.ac.uk informs HR@norland.ac.uk OR updates the COVID-19 database to report student(s) self-isolating and/or test results



CONTACT THE HOUSING BUBBLE

Absence@norland.ac.uk emails all students within the housing bubble (and teaching bubble if relevant) and instructs them to self-isolate (unless exempt), contact NHS 119 or use the NHS online portal to book a test if they develop symptoms, or call NHS 111 if they are uncertain



TELL THE TUTOR(S)

Absence@norland.ac.uk relays details of the suspected COVID cases to the relevant tutor(s), who then keep the COVID-19 database updated



TUTORS

Tutors will contact any self-isolating students at least twice per week, to check in on their wellbeing, liaise regarding students' return to college, ask the student support team and/or the Norland Angels to contact students if necessary, and update the COVID-19 database



STUDENT SUPPORT

The student support team will make contact with students if asked to do so by tutors



NORLAND ANGELS

The Angels will make contact with students if asked to do so by tutors



PLACEMENT TEAM

If a student is meant to be or is due to go on placement, then the placement team will liaise with the student and update the COVID-19 database



HUMAN RESOURCES

HR@norland.ac.uk will contact any relevant staff via the contact tracing procedure

What should I do if I think I might have COVID-19?

Staff

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.

Most people with coronavirus have at least one of these symptoms.

If you have one or more of these symptoms, then you must follow the guidance below:

STAY HOME

Email your line manager, who will contact HR@norland.ac.uk, who will update the COVID-19 database



CONTACT NHS 119

Contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain



LET US KNOW

Contact your line manager to let us know when your test is taking place. Advise us of the results as soon as you can. If positive, self-isolate for the required period from the day after the onset of symptoms or as advised.



RETURN TO WORK

You will only be allowed to return to college once your self-isolation period has ended or if you receive a negative test result. You will need to agree your return to work with your line manager.

What should I do if a member of staff thinks they might have COVID-19?

Internal actions

ALERT HR

Inform HR@norland.ac.uk that you or a member of staff suspects they may have COVID-19



UPDATE THE DATABASE

HR@norland.ac.uk will update the COVID-19 database as and when necessary



CONTACT OTHER STAFF

HR@norland.ac.uk informs other relevant staff via the contact tracing procedure



LINE MANAGERS

Line managers will contact any self-isolating staff regularly to check in on their wellbeing and will inform HR@norland.ac.uk if further support is needed

What should I do if my COVID-19 test is positive?

Students

STAY HOME AND SELF-ISOLATE

Contact absence@norland.ac.uk to let us know and ask any housemates to do the same, unless they are exempt. Anyone in your support bubble should also stay at home if you have been in close contact with them since your symptoms started or during the 48 hours before they started, unless they are exempt. You may need to self-isolate for longer if you get symptoms while self-isolating or your symptoms do not go away. Do not have visitors.



COMPLY WITH TEST AND TRACE

Remain in your accommodation and follow all instructions provided by the NHS Test and Trace system



MEANT TO BE ON PLACEMENT?

Contact placements@norland.ac.uk who will decide with you the best course of action for the rest of your placement



RETURN TO COLLEGE

You will only be allowed to return to college once your self-isolation period has ended and you are well enough. You will need to agree your return to college either with your tutor, or with the placement team if you are meant to be on placement.



HOUSEMATES

If you have been advised to self-isolate because someone you live or study with has received a positive COVID-19 test result, contact absence@norland.ac.uk to let us know. Update us if you have developed symptoms, and if you are getting a test, report a) when the test will take place and b) the result.

What should I do if a student confirms they have had a positive COVID-19 test result?

Internal actions



What should I do if my COVID-19 test is positive?

Staff

If you are informed by the NHS that you had COVID-19 at the time you took a test, then you must follow this guidance:

STAY HOME AND SELF-ISOLATE

Email your line manager to let them know and they will contact HR@norland.ac.uk who will update the COVID-19 database. Anyone in your household/support bubble should also stay at home if you have been in close contact with them since your symptoms started or during the 48 hours before they started, unless they are exempt. You may need to self-isolate for longer if you get symptoms while self-isolating or your symptoms do not go away. Do not have visitors.



COMPLY WITH TEST AND TRACE

Remain at home from the day of onset of symptoms, or from the date of the test if you are asymptomatic, and follow all instructions provided by the NHS Test and Trace system.



RETURN TO WORK

You will only be allowed to return to work once your self-isolation period has ended and you are feeling well enough to work. You will need to agree your return to work with your line manager.

What should I do if a member of staff confirms they have had a positive COVID-19 test result?

Internal actions

NOTIFY SLT/LM/DM

HR@norland.ac.uk notifies the Principal, Data Manager, Line Manager (if unaware) and the SLT of the positive test. The DM and Principal then inform the local HPT and the DfE, and HR contacts the Self-Isolation Service Hub.



CONTACT OTHER STAFF AND STUDENTS

HR@norland.ac.uk contacts other relevant staff or students via the contact tracing procedure to instruct them to self-isolate, contact NHS 119 or use the NHS online portal to book a test if they develop symptoms, or call NHS 111 if they are uncertain



LINE MANAGERS

Line managers will contact any self-isolating staff regularly to check in on their wellbeing and will inform HR@norland.ac.uk if further support is needed



COMMUNICATION

The college will communicate the confirmed case of COVID to relevant authorities and stakeholders, such as placements/the board

What should I do if I think I might have COVID-19 while on placement?

Students

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.

Most people with coronavirus have at least one of these symptoms.

If you have one or more of these symptoms, then you must follow the guidance from the 'What should I do if I think I might have COVID-19?' information chart. Additionally, you must:

CONTACT THE PLACEMENT TEAM

Contact placements@norland.ac.uk to discuss next steps



ON A RESIDENTIAL PLACEMENT?

Notify your placement family and contact placements@norland.ac.uk to discuss arrangements regarding self-isolation



RETURN TO PLACEMENT

You will only be allowed to return to placement once your self-isolation period has ended or if you receive a negative test result. You will need to agree your return to placement with the placement team.



COVID-19 DATABASE

The placement team will update the COVID-19 database and inform relevant tutors, following the contact tracing procedure

What should I do if my placement setting has a suspected case of COVID-19?

Students

CONTACT THE PLACEMENT TEAM

The family/setting will contact placements@norland.ac.uk to decide whether to continue or suspend the placement



CONTACT STUDENT(S)

[Placements@norland.ac.uk](mailto:placements@norland.ac.uk) will contact relevant student(s) to advise them to self-isolate (if relevant), contact NHS 119 or use the NHS online portal to book a test, or call NHS 111 if uncertain. Bubble groups will be informed where necessary via the contact tracing procedure (if relevant).



RETURN TO PLACEMENT

Students should contact placements@norland.ac.uk to arrange their return to placement once the setting is ready for them to return



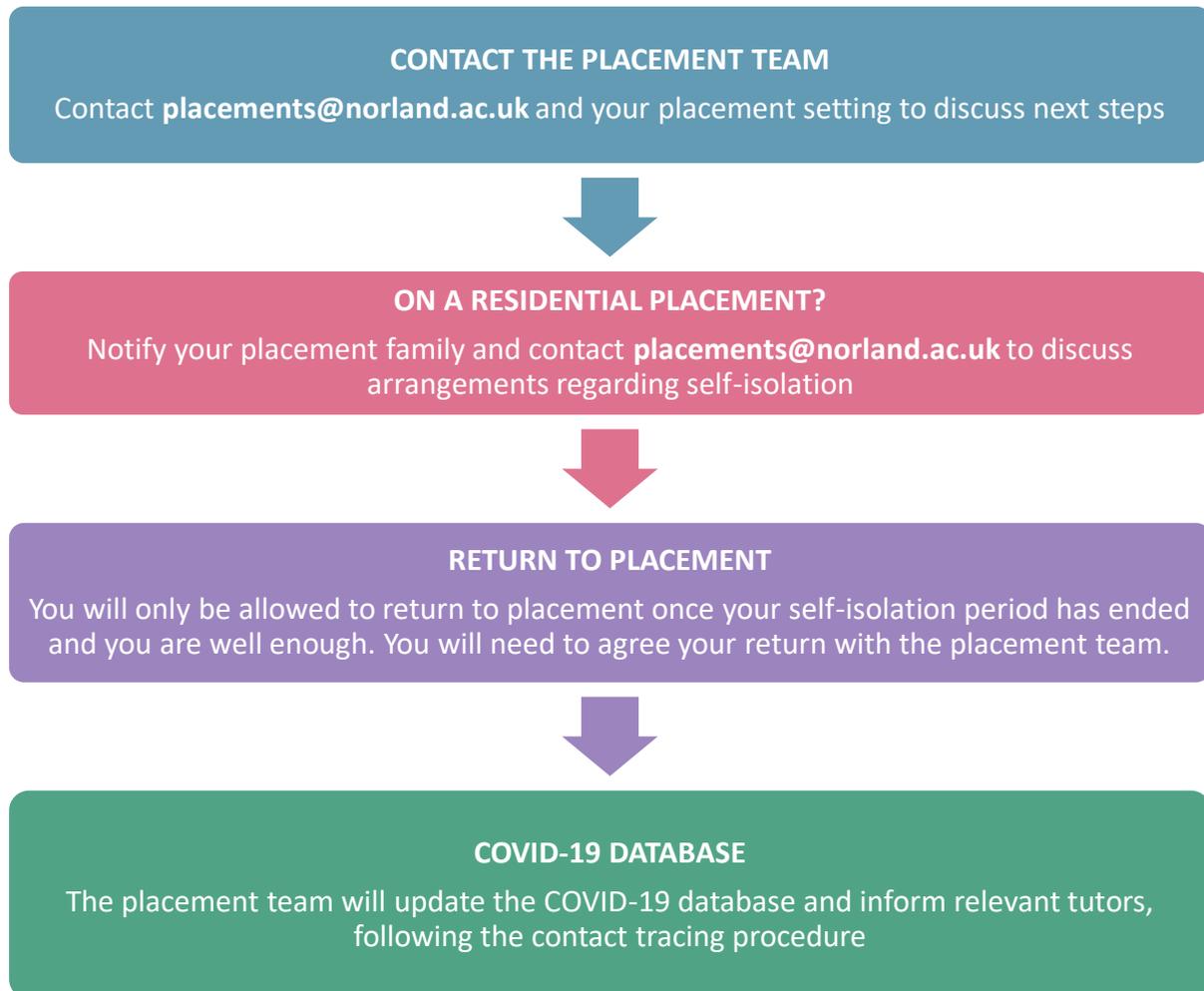
COVID-19 DATABASE

The placement team will update the COVID-19 database and inform relevant tutors, following the contact tracing procedure

What should I do if my COVID-19 test result is positive while on placement?

Students

If you test positive for COVID-19 while on placement, then you must follow the guidance from the 'What should I do if my COVID-19 test is positive?' information chart. Additionally, you must:



What should I do if my placement has a positive case of COVID-19?

Students

CONTACT THE PLACEMENT TEAM

The family/setting will contact placements@norland.ac.uk to decide whether to continue or suspend the placement



CONTACT STUDENT(S)

[Placements@norland.ac.uk](mailto:placements@norland.ac.uk) will contact relevant students to advise them whether they need to self-isolate (unless exempt), contact NHS 119 or use the NHS online portal to book a test, or call NHS 111. Bubble groups will be informed where necessary via the contact tracing procedure (if relevant).



RETURN TO PLACEMENT

Students should contact placements@norland.ac.uk to negotiate their return to placement once the setting is ready for them to return



COVID-19 DATABASE

The placement team will update the COVID-19 database and inform relevant tutors, following the contact tracing procedure

Glossary

By 'teaching group bubble', we mean the groups in which students are taught, which are largely based on housing bubbles.

By 'housing bubble', we mean students who live together in HMOs.

By 'placement', we mean a family or a setting unless otherwise specified.

By 'contact tracing procedure', we mean making contact with relevant parties who will have had contact with an affected student, which may include placements and staff, to alert them to the response actions they may need to take.

Other helpful definitions from PHE

Suspected case: New, continuous cough and/or high temperature and/or loss of, or change in, normal sense of taste or smell (anosmia).

Confirmed case: Laboratory positive case of COVID-19 with or without symptoms.

Infectious period: The infectious period is from 48 hours prior to symptom onset/date of test (in those who are asymptomatic but have tested positive for COVID-19), to 7-10 days after.

Contact definitions:

- Anyone who lives in the same household as another person who has COVID-19 symptoms or has tested positive for COVID-19.
- Anyone who has had any of the following types of contact with someone who has tested positive for COVID-19:
 - face-to-face contact including being coughed on or having a face-to-face conversation within one metre
 - been within one metre for one minute or longer without face-to-face contact
 - been within two metres of someone for more than 15 minutes (either as a one-off contact, or added up together over one day).
- A person may also be a close contact if they have travelled in the same vehicle or plane as a person who has tested positive for COVID-19.