

Frequently Asked Questions for students and parents Updated 8.1.21

All students must check their college email regularly for updates and important information.

Attendance at College

Classes are now online. Please read the points below.

1. Is my class online?

Further to Government guidance updated 4 January 2021, further education colleges are expected to deliver online learning until at least the February half term.

2. I feel unable to learn at home. What should I do?

If you are unable to access learning from home, you're struggling with your mental health, feel vulnerable or need support, you may come to college and staff will be able to help. This may mean access to online learning on campus or speaking to someone who can support your needs.

3. I am a student in the SEND department and cannot access online learning. What shall I do?

Your classes will be available on campus. Please email EHCP@ncclondon.ac.uk to let us know if you will be attending.

Exams

4. I have a BTEC exam in January. What should I do?

From 11 January 2021 no further BTEC exams will be offered on campus until at least February half term. We will update candidates of arrangements.

5. What will the BTEC assessments arrangements be?

We hope that you will have an opportunity to sit the exam later in the year. Otherwise, arrangements will be made for assessed grades. These arrangements are yet to be confirmed by the awarding bodies.

6. I have an exam scheduled that is not a BTEC. Will this go ahead?

We are reviewing all exams. All exams w/c 11 January have been cancelled or postponed.

7. I have English or maths mock exams scheduled in January. Will these go ahead?

English and maths teachers will notify their students of changes to these arrangements.

8. Will summer exams go ahead?

At the moment summer exams are under review. We will give students more information when we are given this from the awarding bodies and the Department for Education.

Accessing college systems from home

9. How do I get into Teams or other systems?

Everything you should need can be accessed from the VLE. To access college apps from home (eTrackr, VLE, Office 365, SkillsForward + more):

- Search for Office.com or Office 365
- Enter your username. This is your college email address:
IDNUMBER@students.ncclondon.ac.uk
- Password: Normal password or you have never logged on before your password will be your date of birth: DDMMYYYY

All the college apps now appear in your College Office 365 portal. Tip – click 'show more' if the app you need is not visible straight away.

10. What if I forget my password?

- You need to contact it.servicedesk@ncclondon.ac.uk to reset it.
- Then, you need to update your password by logging into Office365 (<https://Office.com>)
- Login with your email address: studentID@students.ncclondon.ac.uk
- Use your temporary password (Provided by it.servicedesk@ncclondon.ac.uk).
- Office 365 will then ask you to reset your password.

11. Can I borrow a college laptop?

We have a limited number of laptops to loan to students for the lockdown period. To request a laptop email laptoprequests@ncclondon.ac.uk. We will consider your request and get back to you. Please don't just come to college to ask for a laptop – you will not be able to collect one in this way.

College support services

12. Will I receive a meals allowance?

Students who usually receive a free meals allowance will receive a payment into your bank account. 14-16 year old students will receive meal allowances in line with local authority arrangements.

13. Will I receive my student bursary?

Bursary is linked to attendance. Registers will be taken during online learning to inform bursary payments.

14. Can I get careers advice and help with my UCAS or job application?

Yes. Email advice@ncclondon.ac.uk to arrange an online appointment with one of our qualified careers advisers.

15. Can I talk to a college mental health adviser or counsellor during lockdown?

Yes. It is important that we all look after our mental health in these difficult times. Our mental health team and counsellors are here to support you on Teams, by phone and through the mental health VLE page. This page has links to all the information: <https://www.ncclondon.ac.uk/current-students>

16. I have a safeguarding concern. Who should I tell?

Please select your campus and email as below or call 0330 135 9000 . If you are in danger and have a genuine fear about your safety, you should contact the Police via 999 or for a non-emergency on 101.

- Attlee / Arbour Square: safeguarding@ncclondon.ac.uk
- Epping Forest: safeguarding@ncclondon.ac.uk
- Hackney: safeguarding@ncclondon.ac.uk
- Redbridge: safeguarding@ncclondon.ac.uk
- Tower Hamlets: safeguarding@ncclondon.ac.uk
- Havering Ardleigh Green: safeguarding@havering-college.ac.uk
- Havering Rainham: safeguarding@havering-college.ac.uk
- Havering Sixth Form, Wingletye Lane: safeguarding@havering-sfc.ac.uk

Covid testing

17. Will there be testing for students and staff at college?

We have been told that we will receive enough tests for all staff and students. If you come to campus you may be asked to take a test. More details of this will be available when our campus testing arrangements are set up.

18. What if I test positive?

Please email covid19@ncclondon.ac.uk with your student ID number, course and campus, a copy of your test result and if you have symptoms, the date that they started. If you are able to learn online even though you have symptoms, please do so. It is important that you self isolate in line with the instructions you are given with your test result.

A safe college environment

19. How is the college managing safety on campus?

We have put in place a range of measures for those people who do attend campus for any reason. These include:

- All students and staff must wear masks in common areas, unless they are exempt
- Cleaning has been increased, including frequent cleaning of surfaces with approved anti-viral sprays
- Hand sanitiser stations are located across all campuses, and everyone is asked to sanitise their hands on entry
- One-way systems are in place in corridors and stairwells where this is manageable
- When we return to classroom learning - larger classes are located in our largest rooms, and some large classes have been split.

Masks and face coverings

20. How is the college enforcing mask wearing?

There are posters and notices across all campuses informing all campus users that they must wear a face covering properly, covering their nose and mouth. Staff have been asked to enforce mask wearing. Any student who refuses to wear a face cover on campus will be referred for disciplinary action.

21. How are mask exemptions managed?

Students or staff with medical reasons to not wear a mask must request a sunflower exemption badge from their senior curriculum manager or another manager on campus.

Absence from campus and remote learning, after we return to classroom learning

22. When should I *not* come to campus?

When normal classes resume, if *any* of the following apply, do not attend class on campus.

Do not come to campus if:

- You are experiencing any of the main documented symptoms of Covid-19,
- You have had a Covid-19 test and you are awaiting results,
- A close contact or household member has symptoms and are awaiting test results,
- You have been contacted by test and trace and have been advised to self isolate.
- Your course leader has informed you of remote learning arrangements

23. Will I be marked absent if I am studying remotely?

No. We have new register marks for Covid-related absences, which show whether you have logged into a Teams lesson or if you are completing other work set by your teacher. In this way your attendance level will not be affected.

24. What if my teacher is self isolating?

We have already had many classes taught successfully through Teams by teachers who are self isolating at home. Or you may be taught by a different teacher for a short period until your usual teacher returns.

Campus facilities

25. Refreshments on campus

There will be light refreshments available on campus for the small number of students who need to attend.

26. Are the college gyms open?

Our gyms and other sports facilities are not open during full lockdown.

27. Are OKN1 and Rouge (college training restaurants) open?

OKN1 will be open for takeaway, run by our commercial restaurant team.

28. Are the learning resource centres / libraries open?

Students who attend college to access online learning through lockdown may do so in the libraries / learning centres.