

**University of  
Northampton**



# **Supporting isolating international students.**

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**Information for students  
arriving from overseas.**

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## Welcome.

Over the years we have welcomed many thousands of international and EU students from over 100 countries and we are delighted that you have chosen us for your higher education studies this year.

Northampton is a great place to live and study; small enough to be friendly and safe, yet big enough for there to be plenty of things to do; in the heart of beautiful countryside, yet close enough to London and other major cities for a day trip.

We know that moving abroad to study is both exciting and challenging, so we have produced this guide to help you settle into your new home as smoothly as possible. We hope it will answer any questions you may have before you arrive and help prepare you for your studies.

Due to the Coronavirus pandemic (COVID-19) we have needed to introduce some additional measures and procedures to ensure we can keep you, your fellow students and staff safe. This is part of our **promise**<sup>1</sup> to students and staff. If you have any further questions, please do get in touch with us using the contact details on **page 14**.

We wish you a safe journey and we look forward to welcoming you to the University of Northampton

## Who is this guidance for?

This guidance is for students who have travelled from outside the UK to study with us. It does not apply to UK students who are required to isolate because they have been on holiday abroad, although separate guidance is available for these students.

1. <https://www.northampton.ac.uk/news/responding-to-the-covid-19-crisis-our-reunite-and-respond-promise-to-all-staff-and-students/>

# Before you travel.

- Ensure you have made accommodation arrangements.
- Check the status of the country you are travelling from to establish if isolation requirements apply. This includes countries where you are taking a connecting flight, if you will be leaving the airport.  
A list of countries exempt from isolation is available on the government website: **guidance/coronavirus-covid-19-travel-corridors**
- Complete the 'Arrivals Notification' form and receive meet and greet booking confirmation.
- Complete the HM Government 'Public Health Locator' Form.
- Complete your Accommodation Online Induction and book your arrival.
- Ensure you know how you will be travelling from the airport to the University.
- Check you have arrangements to pay for items without cash or a UK bank account.
- If you are staying in private accommodation ensure you have access to a computer, laptop or tablet as you will need one to enrol and access key services.

## Pack the following documents in your hand luggage for your journey:

- a valid passport
  - a valid visa or UK Entry Clearance
  - an air ticket
  - EEA nationals only: European Health Insurance Card
  - original or certified copies of qualifications
  - CAS letter (Tier 4 students only)
  - decision letter to collect your Biometric Residence Permit (BRP) card (Tier 4 students only)
  - sponsorship letter (if applicable).
- Save the following contact numbers on your phone:

<b>Campus Security</b> (Isolation Accommodation Only)	<b>0044 (0) 1604 893369</b>
<b>Student Information Desk</b>	<b>0044 (0) 1604 892833</b>
<b>ISSS (Emergency only)</b>	<b>0044 (0) 7925 892635</b>

# Isolation requirements.

Please note this information is taken from the United Kingdom Government and was correct at the time of publication; however, it may be subject to change at short notice.

## What does isolation mean?

Isolation means you are not allowed to leave the place you are staying in for the first 14 days you are in the United Kingdom, unless you're arriving from an exempt country (see below).

Isolation is required because it can take up to 14 days for you to develop coronavirus symptoms after you catch the virus and in this time, you can unknowingly pass it on to others, even if you don't have symptoms.

Self-isolating will reduce the chance of a second wave of coronavirus in the UK and help prevent family, friends and the community from contracting coronavirus.

## What is/isn't allowed in isolation?

When you are isolating you must not:

- Go to work, University or public places;
- Use public transport (buses, trains or taxis);
- Go out to get food and medicine;
- Invite visitors to your flat, including friends and family;
- Go out to exercise.

Further information can be found on the government's **how to self-isolate when you travel to the UK<sup>2</sup>** pages.

## Countries exempt from isolation.

The UK Government has identified a number of countries, that based on their risk assessment, are considered to be low risk and as such travellers from these countries are not required to isolate.

The list of countries exempt from isolation requirement, is available on the Government's **travel corridor<sup>3</sup>** pages.

2. <https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk>

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

# Arriving at the University of Northampton.

If you are arriving from a country exempt from the requirement to isolate you can report to the Student Information Desk in the Learning Hub at Waterside Campus between 8.30am and 5pm. If you are staying in Halls of Residence we will provide you with your room key and help you settle into your accommodation. If you are staying in the private sector we can help with your onward travel arrangements.

## Isolating in University accommodation.

If you are staying in Halls of Residence but are arriving from a country where isolation requirements apply (all countries not on the exempt list) **you will need to travel directly from the airport to our isolation accommodation** at the below address.

**Bassett Lowke Halls of Residence  
University of Northampton  
St Georges Avenue  
Northampton  
NN2 6JD**

**Please do not travel to our Waterside Campus.**

You will be met by staff who will provide you with your room key and who will explain the support on offer in isolation accommodation and the expectations of you whilst you are isolating.

## Isolating in private accommodation.

If you are staying in private accommodation you will need to make your own isolation arrangements. Please make sure you have made these before you start your journey and travel directly from the airport to your isolation accommodation.

**Please do not travel to our Waterside Campus.**

It is important for you to consider how you will support yourself with food and other items when isolating, if you are staying in private accommodation.

# What can I expect from isolating in University accommodation?

Bassett Lowke Halls of Residence is situated approximately two miles from Waterside Campus. Each flat has six en-suite bedrooms, a shared kitchen, access to a shared laundry facility and Wi-Fi access.



## Food.

Essentials such as rice, pasta, cereals and tinned food will be provided in each kitchen and will be supplemented with items for breakfast and lunch every couple of days. A variety of evening meals will be available for you to order and will be delivered cold or frozen, for you to heat when you are ready.

If you would prefer to make your own arrangements supermarket deliveries and takeaways can be purchased at your own cost. **Further information is included in the 'Practicalities when Isolating' section (page 8).**

## Care package.

The following items will be provided in your bedroom or flat on your arrival. They are to be used during your stay but must not be taken with you when you finish your period of isolation:

- Bedding and towels
- Crockery and cutlery
- Saucepans and ovenware
- Mugs and glasses
- Kitchen utensils
- Cleaning materials
- Toiletries
- Sanitary products
- Toilet roll
- Washing powder and fabric softener



# Support services for all isolating students.

## Student Information Desk.

The University understands that the pandemic has had an impact on the whole community which is why in addition to the support offered by our on-site Residential Life team, you will also be able to access 24/7 advice from our Student Information Desk and access other key services such as Counselling and Mental Health support, Financial Guidance advice, Academic Advice or our contact one of our Student Support Officers. Please contact International Student Support Services (**contact details appear on page 14**) who will make sure you get the support you need.

## International Student Handbook.

The International Student Handbook contains very useful information to assist you with settling into the UK including mobile telephones, registering with a bank, registering with a doctor (GP) and police registration.

## Enrolment.

Please complete all pre-enrolment actions and then book a slot for your face-to-face enrolment. The **enrolment information page<sup>4</sup>** takes you step by step through the process.

## Medication.

If you require medication during isolation, please speak to the Residential Life team who will be able to assist with collecting it on your behalf.

## Post and parcels.

If you wish to receive post during isolation, please use the following address for your accommodation:

**Your Flat and Room Number**  
**Bassett Lowke Hall of Residence**  
**University of Northampton Resource Centre**  
**The Old Dairy**  
**Southfield Avenue**  
**Northampton, UK**  
**NN4 8DE**

4. <https://www.northampton.ac.uk/student-life/new-students/enrolment-information/>

# Practicalities when isolating.

## Residential Life.

The University recognises that moving to another country to study is challenging and moving during a pandemic is also difficult, which is why our Residential Life team is on hand to help settle you in to your accommodation and provide advice and support if needed. They can be contacted on **07740 716593**.

## Supermarket deliveries and takeaways.

If you wish to arrange a supermarket or takeaway delivery, please use the following address:

**Your Flat and Room Number**  
**c/o Quinton House**  
**University of Northampton**  
**St George's Avenue**  
**Northampton, UK**  
**NN2 6JD**

A member of staff will take delivery of the items and bring the items to your flat door.

## Smoking.

Smoking is **not** permitted inside the building but cigarette bins are located immediately outside. If you leave the building to smoke you must return straightaway afterwards and not gather in groups. If you develop symptoms when isolating or are tested positive for coronavirus you should **not** be leaving the building.

## Internet access.

On arrival you will be able to log in to the University's Wi-Fi network anywhere on campus. If you have not enrolled and received your University log-in, please use the UoN\_Guest Wi-Fi service.

To use UoN\_Guest - connect to the network, once you open a browser you will be taken to a sign-up/login page where you can follow the instructions to register and join the network.

## Biometric Residence Permit (BRP). (Tier 4 students only)

A Biometric Residence Permit (BRP) is proof of the holder's right to stay, work or study in the UK. Once in the UK, you will need to collect your BRP. Your decision letter will advise you from when and where you will need to collect your BRP Card. If you are asked to collect your BRP during the period in which you are isolating, please contact International Student Support Services for further support (**contact details on page 14**). If your decision letter granting your leave is sent to you via email, you should print a copy and carry it with you in your hand luggage to the UK.

# What happens if I develop COVID-19 symptoms?

**If you have symptoms<sup>5</sup> of COVID-19 however mild, you must self-isolate for at least 10 days from when your symptoms started so please note the day your symptoms started.**

It is very important. You should arrange to have a test to see if you have COVID-19 – go to **testing<sup>6</sup>** to arrange. Contact the Residential Life team (**07740 716593**) as soon as possible but do **not** leave your accommodation, go to a GP surgery, pharmacy or hospital.

**If you are not experiencing symptoms but have tested positive for COVID-19 you also must self-isolate for at least 10 days, starting from the day the test was taken.**

If you develop symptoms during this isolation period, you must restart your 10-day isolation from the day you develop symptoms.

After 10 days, if you still have a temperature you should continue to self-isolate and seek medical advice. You do not need to self-isolate after 10 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone. See the ending isolation section below for more information.

If you have symptoms, try and stay as far away from other members of your flat as possible.

Reduce the spread of infection in your flat by washing your hands regularly for 20 seconds using soap and water, or use hand sanitiser, and cover coughs and sneezes.

Following a positive test result, you will receive a request by text, email or phone to log into the NHS Test and Trace service website and provide information about recent close contacts.

If you feel you cannot cope with your symptoms at home, or your condition gets worse, then use the **NHS 111 online<sup>7</sup>** COVID-19 service. If you do not have internet access, dial 111 from your mobile phone. For a medical emergency contact Campus Security as soon as possible (**contact details on page 4**).

If you develop COVID-19 symptoms again at any point after ending your first period of isolation then you must follow the guidance on self-isolation again. The section below has further information.

5. <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection#symptoms>

6. <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

7. <https://111.nhs.uk/>



## Academic matters.

### Can I borrow library books or a laptop?

If you are living in University accommodation, Library and Learning Services can arrange to deliver books or a student loan laptop to you during your isolation period. Find out more about all our services and how we can help you by visiting our [website](#)<sup>8</sup>, or you can email us at [libraryhelp@northampton.ac.uk](mailto:libraryhelp@northampton.ac.uk)

### Attending welcome and induction activities remotely.

Before you arrive, please check the **Welcome Pack**<sup>9</sup> for your course or programme. This includes details of your timetable, the scheduled online Welcome and Induction sessions, technical information to make joining these sessions as easy as possible and to outline what happens during Welcome and Induction Week including meeting with your Personal Tutor and other University-wide events.



8. <http://libguides.northampton.ac.uk>

9. <https://www.northampton.ac.uk/student-life/new-students/welcome-packs/>



## Preparing to leave isolation.

### Moving into alternative accommodation.

We will help relocate your belongings and make arrangements for you to check in to your new accommodation.

### Completing enrolment.

If you have not done so already, please ensure that you have completed all pre-enrolment actions and then booked a slot for your face-to-face enrolment.

The **enrolment information page**<sup>10</sup> takes you step by step through the process.

### Commencing face-to-face sessions.

As part of the University's Promise, all students will receive a minimum of two hours per week face-to-face teaching. This will be outlined in your Timetable.

10. <https://www.northampton.ac.uk/student-life/new-students/enrolment-information/>

# Useful Contacts.

International Student Support Services provides support and guidance for international students whilst studying at the University of Northampton: **iss@northampton.ac.uk**

Admissions provide support and guidance with academic requirements on entry to the University of Northampton: **intadmissions@northampton.ac.uk**

If you have any queries about enrolment please email: **enrolment@northampton.ac.uk**

Accommodation Services assist with anything to do with your University-owned accommodation: **accommodation@northampton.ac.uk**

Student Information Desk provides support for all students studying at the University: **SID@northampton.ac.uk**

For queries or questions about your Confirmation of Acceptance for Studies (CAS)-related queries: **compliance@northampton.ac.uk**

IT Helpdesk which assists with IT-related queries: **northampton.ac.uk/unit** or **01604 893333**



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**Northampton, UK**  
**NN1 5PH**  
**iss@northampton.ac.uk**  
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Based on the evidence available, the TEF Panel judged that the University of Northampton delivers consistently outstanding teaching, learning and outcomes for its students. It is of the highest quality found in the UK.

**Note: The information contained in this guide was correct at the time of going to print in August 2020.**