

**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 17**.

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](https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors)<sup>2</sup>
- Complete the 'Arrivals Notification' form and receive meet and greet booking confirmation.
- Complete the HM Government '**Passenger Locator Form**'<sup>3</sup>.
- 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>

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

3. <https://www.gov.uk/provide-journey-contact-details-before-travel-uk>

# 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 10 days you are in the United Kingdom (unless you're arriving from an exempt country). You must also isolate if you or someone living in your student accommodation develops COVID-19 symptoms at any time, you test positive for Coronavirus, or you have been contacted by NHS Test and Trace to advise you have been in close contact with someone who has since tested positive for Coronavirus.

Isolation is required because it can take up to 10 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. This means you cannot leave to isolate in a different place, you must remain in your accommodation. **Please do not return home to your out of term-time address.** We know you will want to be comforted by your family while you are self-isolating, but you will be putting them and others at risk by going to stay with them. Isolating will reduce the chance of a further wave of coronavirus in the UK and helps prevent family, friends and the community from contracting coronavirus.

The only exception to this is to have a test, but you must **wear a face covering at all times** and must not use public transport to get to your appointment, or if you choose to end self-isolation early by paying for a private coronavirus (COVID-19) test through the 'Test to Release' scheme.

## 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>4</sup> pages.

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



# 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 go your hall of residence directly**, as shown below:

If you are staying on **Waterside Campus:**

**Student Village Reception**

If you are staying at **St John's Halls of Residence:**

**St John's Halls of Residence  
St John's Street  
Northampton  
NN1 1DH**

If you are staying at **Scholars Green Student Village:**

**Student Village Reception  
Scholars Green  
Boughton Green Road  
Northampton  
NN2 7AL**

## What happens if I don't self-isolate?

Failing to self-isolate when given an official instruction to do so is now a punishable offence and therefore illegal in England, with fines starting at £1,000 and rising to £10,000 for repeat offenders and serious breaches. Police officers are checking that people are complying with the requirement to self-isolate, particularly in areas where Coronavirus cases are high. You should also be aware that you will be contravening the Student Code of Conduct if you fail to self-isolate and as such you will be subject to disciplinary action.

## 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>5</sup> pages.

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.

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



# What can I expect from isolating in University accommodation?

## Food.

A food package will be delivered to you after your arrival, please contact Residential Life at [residentiallife@northampton.ac.uk](mailto:residentiallife@northampton.ac.uk) to let them know of any dietary requirement. This package will provide you with enough food for one week. You will receive a second food package at the beginning of your second week of isolation.

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 10).**

## 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.

# 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:

If you are staying at **Waterside Campus**:

**Your Name, Flat or Town House, and Room number e.g. Flat B Room 1**  
**Your accommodation block e.g. Charles Bradlaugh Halls**  
**c/o Visitor Centre**  
**Waterside Campus**  
**University of Northampton**  
**University Drive**  
**Northampton**  
**NN1 5PH**

If you are staying at **St John's Halls of Residence**:

**Your Name, Flat and Room Number e.g. Flat H Room 6**  
**Your Core Number e.g. Core 3**  
**St John's Halls of Residence**  
**St John's Street**  
**Northampton**  
**NN1 1DH**

If you are staying at **Scholars Green**:

**Your Name, Flat and Room Number e.g. Flat 32 Room 3**  
**Your accommodation block e.g. Simon Senlis Halls of Residence**  
**c/o Student Village Reception**  
**Boughton Green Road**  
**Northampton**  
**NN2 7AL**

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.

Support is available to help you quit smoking and what better time than now? Public Health Northamptonshire are currently offering telephone support and nicotine replacement therapy sent straight to your door.

You can email them at **smokefree@northamptonshire.gov.uk** or they can be contacted on **0300 126 5700**.

## Reducing the risk of transmission.

During isolation you should all take additional steps to prevent the spread of the virus to others in your household:

- Wash your hands regularly for 20 seconds using soap and water, or use hand sanitiser
- Stay on your own in one room as much as possible and keep the door closed
- Spend as little time as possible in shared spaces, such as kitchens and seating areas; avoid using shared spaces such as kitchens and other living areas while others are present, and take your meals back to your room to eat
- Wear a face covering when you are in shared areas of your accommodation such as the corridor and kitchen
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Use a different bathroom if possible. If you must use the same bathroom, clean it after each time you use it. Wipe all surfaces you have touched using strong household cleaner (disinfectant)
- Use different towels
- Do not share a bed
- Clean surfaces you touch often several times a day (door handles, handrails, remote controls and table tops)
- Use a dishwasher. If this isn't possible, wash and dry each person's things separately. Use a different sponge and tea towel for each person
- Put the rubbish, such as tissues and disposable wiping cloths, into rubbish bags that are tied shut. Then put these bags inside a second bag. You should wait three days before you put them outside for the rubbish collection.

# 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 support and 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 on page 17**) 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.

If you are in isolation or cannot travel to the UK, we will process your enrolment remotely. Please complete pre-enrolment and we will process your enrolment (subject to no outstanding blocking issues). For more information visit our **enrolment webpage**<sup>6</sup>.

## 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**  
**Your Halls of Residence**  
**University of Northampton Resource Centre**  
**The Old Dairy**  
**Southfield Avenue**  
**Northampton, UK**  
**NN4 8DE**

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

## 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>7</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 and inform the University using the form on the Student Hub.

The most important symptoms of Coronavirus (COVID-19) are a recent onset of any of the following:

- A new continuous cough
- A high temperature
- A loss of, or change in, your normal sense of taste or smell (anosmia).



If you have any of the above symptoms, no matter how mild, you must isolate in your room and arrange for a test to be undertaken to see if you have COVID-19. If you are a resident at Waterside or St John's, you need to book a walk-in test. If you are a resident at Scholars Green, you need to order a postal test. If you are struggling to get a test booked, please let us know by emailing [campussecurity@northampton.ac.uk](mailto:campussecurity@northampton.ac.uk)

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.

We can provide support if you are isolating but it is essential that you notify us using the form on the Student Hub.

If you have symptoms, try and stay as far away from other members of your flat as possible, following the guidance on [page 11](#).

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](#)<sup>8</sup> 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 COVID-19 service](#)<sup>9</sup>. 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.

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

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

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

# What happens if someone in my flat gets symptoms?

Day	Student A	Student B	Student C	Student D				
01	Developing symptoms triggers an immediate 10-day isolation for Student A and 14 days for the rest of the flat. Student A books a test as soon as possible. If the results are positive Student A and their flat must continue their isolation	Isolation begins	Isolation begins	Isolation begins				
02		Develops symptoms and starts 10-day count	Isolation begins	Isolation begins				
03								
04								
05								
06								
07								
08								
09								
10								
11	Isolation ends				Develops symptoms and starts 10-day count	Isolation begins	Isolation begins	
12								
13	Isolation ends							
14								
15	No symptoms, isolation ends			Develops symptoms and starts 10-day count				
16	No symptoms, isolation ends							
17	Anyone with symptoms should keep at least 2m away from other people in the house.							
18	Don't forget to report that you have symptoms on the Student Hub and book a test immediately. You must also report on the Student Hub if you test positive for COVID-19.	Isolation begins	Isolation begins					Isolation begins
19								
20								
21								
22								



People may be able to pass on the virus without showing symptoms.

## 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>10</sup>, or you can email us at [libraryhelp@northampton.ac.uk](mailto:libraryhelp@northampton.ac.uk)

### Attending activities remotely.

Before you arrive, please check any information you have received from the University which will include details of your timetable and technical information to make joining your sessions as easy as possible.

## Preparing to complete isolation.

### Completing enrolment.

If you haven't already done so you will need to complete pre-enrolment so that we can enrol you remotely. You will be required to complete a face-to-face enrolment session when these recommence. Please visit our [enrolment webpage](#)<sup>11</sup> which contains details of how and when to attend a face-to-face enrolment session.

### 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, subject to UK Government guidance. This will be outlined in your Timetable.

10 - <https://libguides.northampton.ac.uk/LLSHome>

11. <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](mailto:iss@northampton.ac.uk)

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

If you have any queries about **enrolment** please email: [enrolment@northampton.ac.uk](mailto:enrolment@northampton.ac.uk)

**Accommodation Services** assist with anything to do with your University-owned accommodation: [accommodation@northampton.ac.uk](mailto:accommodation@northampton.ac.uk)

**Residential Life** can offer support and welfare advice and have extensive knowledge of the support services available at the University: [residentiallife@northampton.ac.uk](mailto:residentiallife@northampton.ac.uk)

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

**IT Helpdesk** which assists with IT-related queries: [northampton.ac.uk/unit](http://northampton.ac.uk/unit) or **01604 893333**

**Facilities Helpdesk** can log a facilities issue: [Helpdesk@1stdegreefacilities.co.uk](mailto:Helpdesk@1stdegreefacilities.co.uk) or **01604 892888**

**Post Room** for post queries: [fac\\_postroom@northampton.ac.uk](mailto:fac_postroom@northampton.ac.uk)

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

**University of Northampton**  
**University Drive**  
**Northampton, UK**  
**NN1 5PH**  
**iss@northampton.ac.uk**  
**northampton.ac.uk**



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 publication (January 2021).**