



Supporting isolating international students.

**University of
Northampton**

**Information for students
arriving from overseas**

UoN

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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](#) 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.



Before you travel.

- ✓ Confirm when in person teaching and learning begins.
- ✓ Ensure you have made accommodation arrangements.
- ✓ **ALL passengers are required to quarantine for 10 days on arrival either in a managed quarantine hotel (Red List countries) or in their own accommodation.**
- ✓ Check the latest information about travelling to the UK and whether you are travelling from a country on the “Red List” – the latest information can be found here: <https://www.gov.uk/guidance/transport-measures-to-protect-the-uk-from-variant-strains-of-covid-19>. There is additional guidance for students who have travelled through a “Red List” country.
- ✓ Complete the '[Arrivals Notification Form](#)' and receive meet and greet booking confirmation.
- ✓ Complete the HM Government 'Passenger Locator Form' <https://www.gov.uk/provide-journey-contact-details-before-travel-uk>.
- ✓ Complete your Accommodation Online Induction and book your arrival.
- ✓ Complete pre departure testing within 3 days of travel to confirm a negative result.
- ✓ Book and pay for a Travel Test Package which included Coronavirus (COVID-19) test to be taken on or before day 2, and on or after day 8 of quarantine after arriving in the UK.
- ✓ Ensure you know how you will be travelling from the airport to the University, and follow the Safer Travel Guidance: <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#private-cars-and-other-vehicles>.
- ✓ Check you have arrangements to pay for items without cash or a UK bank account.
- ✓ 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 tickets
- ✓ 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 Permit (BRP) card (Tier 4 students only)
- ✓ Sponsorship letter (if applicable)

Isolation requirements

If you are travelling from a “Red List” country, you are required to reside in a managed quarantine hotel for 10 days upon arrival. Additional information can be found here: <https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england>

The following information applies to all students that will be isolating in their own accommodation when they arrive.

Isolation means you are not allowed to leave your current residence if you or someone living in your flat/townhouse develops COVID-19 symptoms, any of you test positive for Coronavirus or you have been contacted by Test & Trace to advise you have been in close contact with someone who has since tested positive for Coronavirus. This means you cannot leave to isolate in a different place, you must remain in your accommodation. You may be able to end self-isolation early if you pay for a private coronavirus (COVID-19) test through the '**Test to Release**' scheme (<https://www.gov.uk/uk-border-control/ending-self-isolation-early-through-test-to-release>).

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 your appointment.

When you are isolating you must not:

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

Please see link for the most up to date information:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

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.

Reducing the risk of transmission

You should all take additional steps to prevent the spreading of the virus to others in your household.

- ✓ 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 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 each time after 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 often touch several times a day such as door handles, handrails, remote controls and table tops.
- ✓ Use a dishwasher. If this is not 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 3 days before you put them outside for the rubbish collection.

Arriving at the University of Northampton

Food

For student arriving in University owned accommodation a food package will be delivered to you after your arrival, please contact Residential Life at residentiallife@northampton.ac.uk to let them know of any dietary requirement. This package will provide you with enough food for 1 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 8).**

Care Packages

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

If you wish to arrange supermarket or takeaway deliveries, please use the following addresses:

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

St Johns Halls of Residence

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

Scholars Green

Your Name, Flat and Room Number e.g. Flat 32 Room3
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 receipt of your items and will deliver it outside your flat door.

Struggling to get a supermarket delivery slot?

Morrisons have launched a new service specifically for students needing to self-isolate. In addition to priority delivery slots (accessed by ringing 03456116111 and selecting option 5) students can now make use of their 'Serve Our Students' (SOS) service which included one of five food box options delivered to your door for £2. More information can be found at: <https://www.morrisons-corporate.com/media-centre/corporate-news/morrisons-launches-sos-food-delivery-service-for-students/>



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 07740716593.

Smoking

Smoking is not permitted inside university accommodation, but cigarette bins are located immediately outside the building. If you leave the building to smoke, you must:

- Wear a face covering until you are outside
- Not gather in groups outside
- Return immediately after

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, alternatively they can be contacted on **0300 126 5700**.

Facilities Support

Medication

If you need medication during your period of self-isolation, then please sign up to an online pharmacy service such as that offered by <https://www.pharmacy2u.co.uk/>. If your need is urgent, please contact Residential Life who can make arrangements for

Laundry

Please do not use the Laundry Facilities during your isolation. If you need to complete washing during your isolation, please contact the Facilities Helpdesk for further information.

After the isolation period ends, remember not to shake dirty washing before putting it in the washing machine. If you do not have a washing machine, wait 3 days after your staying at home period ends before taking it to be washed.



Facilities Issues

To reduce contact and the potential to spread the virus, the Facilities Team will only respond to the following emergency tasks when a flat is isolating:

- Leak or flood
- No water supply or hot water
- No electricity or fault with electrical item
- Heating failure
- Failure of cooking equipment should an alternative be unavailable
- Damage to building infrastructure that poses a Health & Safety concern e.g. Loose flooring that could result in a slip/trip/fall accident

To report a fault please contact the Facilities Helpdesk on 01604 892888 or Helpdesk@1stdegreefacilities.co.uk

If attendance is required we will confirm an approximate date/time to complete the task. Please open all windows in the area of work before the team arrive, and temporarily relocate to another area of the flat/townhouse.

Waste

When isolating you should not be taking waste to the external compound areas.

Please ensure your waste is placed in a bag and tied securely, and place outside your flat door on Monday, Wednesday and Friday between 9am and 10am for collection.



Support services for all isolating student

Student Information Desk

The University understand 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 on page 14) who will make sure you get the support you require.

International Student Handbook

The International Student Handbook contains very useful information to assist you with setting into the UK including mobile telephone, 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](#) takes you step by step through the process.

Post & Parcels

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

Your Name, Flat and Room Number
Your accommodation Block
University of Northampton Resource Centre
The Old Dairy
Southfield Avenue
Northampton, UK
NN4 8DE

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. Students will not be penalised for being unable to collect their BRP while coronavirus (COVID-19) measures are in place; please arrange collection as soon as possible following your isolation period. 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.



Symptoms

If you are displaying Coronavirus (COVID-19) please notify us 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 Coronavirus.



If you are a resident at Waterside or St Johns, 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: campusecurity@northampton.ac.uk

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



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	Isolation ends							
13								
14								
15		No symptoms, isolation ends						
16								
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 ends	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?

Library and Learning Services can arrange to deliver books and may be able to arrange access to a student loan laptop to you during your isolation period. We recommend bringing your own device so you can still attend online lectures during isolation. Find out more about our services and how we can help you by visiting our website, or you can email us at 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.



Completing Enrolment

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 takes you step by step through the process.

Commencing face to face sessions

You will be advised whether any face to face teaching sessions have been scheduled for your course, and can attend these after your isolation period ends.

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

Accommodation Services assist with anything to do with your University-owned accommodation: 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

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

IT Helpdesk can assist with IT related queries: northampton.ac.uk/unit or **01604 893333**

Facilities Helpdesk can log a facilities issue: Helpdesk@1stdegreefacilities.co.uk or **01604 892888**

Post Room for post queries: fac_postroom@northampton.ac.uk

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





Address:
University of Northampton
University Drive
Northampton, UK
NN1 5PH

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