



Dear UCNL Student,

I hope that this email finds you well and that you have had some opportunity to enjoy the summer months with family and friends. We are all looking forward to the start of another academic year and welcoming you into our UCNL community.

The information below provides details about what we are committing to deliver in the current climate, how we will achieve this, and further changes we might need to make in response to changing Government and Public Health guidelines.

At UCNL, we are adapting our learning and teaching strategies to comply with social distancing protocols. We want to ensure that your higher education experience is as positive, exciting and enjoyable as possible in light of COVID-19.

This update covers:

- Getting Started: UCNL Enrolment
- UCNL Learning and Teaching
- UCNL Support
- The Physical UCNL campus
 - UCNL Library
 - UCNL catering facilities

Getting Started: UCNL Enrolment

You will receive an email or text in the first 2 weeks of September with a link for online enrolment.

If you have recently changed your email address or mobile number, please update us to make this process smoother for you. Please keep checking in your junk or spam emails, as it will not be from an email address, we have previously used to communicate with you.

When completing the enrolment form, you must answer all questions, even if the answer is N/A. If you are unsure about any part of the enrolment form and would benefit from support, please let us know.

To ensure that you are prepared for the online enrolment, you will need to be ready to upload the following:

- Recent photo for your student card
- Evidence of a Student Finance England Award (copy of the award letter, or screenshot online)
- ID that includes your date of birth e.g. driving licence, passport, or birth certificate
- Evidence of the highest qualification you hold
- Any other programme specific evidence requested and outstanding. For example, evidence of level 2 maths and English

This information can be scanned in or uploaded as a photo.

If you do not have the information, we still need you to complete the enrolment process and then we will contact you to discuss anything that is missing. Please do not worry if you do not receive an email straight away, we will be working through programmes one at a time and following up with anyone that has not enrolled. If you have not heard from us by 14 September, please get in touch and we will send a link out to you.

UCNL Learning and Teaching

The UCNL teaching teams have been working hard to rethink our approaches towards learning, teaching and assessment. Many of these approaches have been informed as a result of student consultation conducted over the last 6 months.

The academic content of our programmes remains largely unchanged with programme and learning outcomes remaining the same. There has been no reduction in the modules offered. The overall balance between teaching and independent study remains broadly the same as when the programme was validated. We do not anticipate any material change to the length of time it will take you to complete your programme. There are no changes to our programme titles or the award that you will receive upon successful completion.

You will receive an overview of approaches to learning, teaching and assessment for your programme; you will also receive a timetable of sessions which provide an indication of face-to-face and online learning methods.

Here are some points in relation to the teaching spaces:

- The UCNL teaching and facilities have been set out using the 1 metre social distancing guidelines
- Each teaching room will have sanitising equipment for you to use at the beginning and end of each session
- Block use of rooms where possible to minimise movement between rooms and to promote the 'bubble' approach
- Food and drink permitted within general teaching rooms
- Doors to be propped open on student arrival and departure

- Staggered break to minimise pressure in corridors and at catering outlets

We are extremely fortunate to work in partnership with Appleby Frodingham Sports and Social Club (AFSSC). This will enable UCNL students to make use of their lounge and bar facilities during the day.

It's important that you keep in touch with us to discuss any questions or concerns you may have about starting your programme. We can support and advise you, help you plan for the start of your course and develop your digital learning and other study skills, so you feel ready and prepared.

Additional costs

Your programme will be delivered through a blended learning approach and will include online teaching and learning. If you do not have necessary IT equipment, such as a laptop with webcam and internet connection, we recommend you include this as part of your study budget.

Your tuition fees will cover most costs associated with your programme (registration, tuition, assessment and examination). Any other extra costs should be considered including printing, and ownership of textbooks (copies of key reading materials are available to borrow from the UCNL Library.)

In the event of a further lockdown

We have worked hard to ensure our programmes can be delivered flexibly, meaning that should there be a further national or local lockdown during the academic year, effective and quality assured delivery of your programme will continue virtually.

What to do if you are required to self-isolate

If you are required to self-isolate or shield, you should let us know as soon as possible. This will enable us to consider the relevant options available regarding the continued delivery of your programme.

UCNL Support

In response to Covid-19, the UCNL Support Team continue to be committed to ensuring that all students are supported throughout their studies including those starting or continuing with us in September. The Support team have developed a wide range of online support which all students can access. This includes:

- Online 1-1 academic support sessions
- Online 1-1 pastoral/wellbeing support sessions
- A range of online skills development sessions to book on including; academic writing skills, researching skills, referencing skills and IT support sessions
- Group wellbeing support, including 'Chat and Chill' and Mindfulness sessions

- HE Support page on Moodle with a wide range of resources available for students to access
- DSA support and advise for students with any additional support needs such as Dyslexia, mental health and medical conditions.

We are here to support and advise you throughout your academic journey and help you achieve.

To discuss support needs, access 1:1 or group support sessions or to access advise on applying to DSA please contact the team on heacademicsupport@northlindsey.ac.uk

The Physical UCNL Campus

The UCNL campus will be designed to ensure you have safe access to the best learning experience whilst Covid-19 restrictions remain in place. Yes, there have been some modifications and we will need to use the building in different ways. We will all need to take responsibility for our learning, teaching and social spaces, while also respecting everyone within our UCNL community.

We must all follow the guidance, both from the government and UCNL, to help avoid a local lockdown in the town or on our campus and protect those who are vulnerable in our society.

Here are some of developments we have put in place:

- UCNL induction presentation to ensure that all students, staff and visitors are aware of the processes and procedures in place to promote safety
- Clear signage and information displayed throughout
- Cleaning stations situated throughout the building
- Sanitising stations situated throughout the building
- Floor markers to highlight social distancing
- Queue mazes implemented at UCNL Reception, UCNL Library, Starbucks, and Bistro
- Foot operated water coolers/fountains
- Sanitising equipment situated within classrooms
- Enhanced cleaning of communal areas and frequently touched surfaces such as door handles, handrails and light switches
- Additional car parking at the back of the UCNL building

UCNL Library

Since March, the UCNL Library have continued to provide support and online access to resources and training. We know that access to onsite UCNL learning resources and our support services will continue to support you effectively with your studies. The safety of our staff and students is paramount.

Given that the UCNL Library is a communal area, particular attention will be placed on social distancing and the amount of study spaces that we can offer to minimise the risk of spreading the virus. Students will be expected to implement good hand hygiene when using our spaces and clean any spaces/equipment both before and after use.

- Online resources and support
- A 'Click and Collect' library will be in operation. You will be able to reserve books via email or phone and will then receive collection details.
- Priority for study spaces will be given to students who have limited access to equipment and study space.
- Online inductions
- Online information skills sessions

UCNL Catering Facilities

Our Starbucks and Bistro catering facilities will continue to provide you all with a range of hot and cold drinks.

Starbucks will open as per normal; Mon-Thurs 08.30-20.00; Friday 08.30 – 15.00. There will be a new range of sandwiches and microwaveable food options, as well as the well-received jacket potatoes and paninis. The Bistro will open 11.30 – 13.30, offering a lunchtime service which will include jacket potatoes with hot options, sandwiches, baguettes, pasta and salad pots etc.

Vending machines with contactless payment will continue to supply cold drinks, chocolate, sweets and crisps. The hot drink vending machine will still be in operation.

We hope that this communication provides you with the necessary information to confirm the steps we have taken to maintain a safe and positive learning environment for you and that we are making all reasonable efforts to fulfil our contract with you by continuing to deliver our programmes, either online or as blended learning.

There is a lot of information about what will be 'different', but it is worth confirming what will be the 'same'. Students will joining us in September will still have the same opportunity to realise their aspirations of working towards and achieving a higher education qualification. The quality and value of these qualifications will remain the same and will be recognised as they have always been in society. The dedication and passion of the UCNL teaching and support teams will still be the same and we will all apply the same balance of challenge and support to help you to succeed. You will still have the same opportunities to make friends, building and maintaining valuable lifelong relationships with your peers.

We hope this information helps you make an informed decision about your future study and whether you want to start your programme of study and accept these adjustments. Alternative options may include deferral to the following year or choosing an alternative provider.

If you have any queries or concerns, please do not hesitate to get in contact with us to discuss the options available to you.

On behalf of everyone at UCNL, we hope that you have an enjoyable and successful learning experience.

Steven Johnstone
Director of Higher Education, UCNL