

Coronavirus – Frequently Asked Questions

Region: UK

Correct as of 9.2.20 at 19.30 GMT

1. HEALTH INFORMATION

Are students safe in the UK?

As of February 9, the total number of cases in the UK is 4. All 4 cases were identified quickly and are being treated at specialist treatment facilities. None of these patients acquired the virus in the UK and the risk to the general public throughout the UK remains moderate. No cases have been linked to Study Group students or staff.

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from low to moderate. This permits the government to plan for all eventualities. The risk to individuals remains low.

What precautions are being taken by staff at your Study Centres and Colleges to protect students?

We are carefully following the advice of the UK government and Public Health England (PHE), which is the UK government body responsible for public health and official medical advice, to ensure the health of our whole UK community, including all our students and staff.

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

All our staff and students have been instructed on what to do if they feel unwell. Our staff are ensuring that students adhere to basic hygiene recommendations about regular hand washing and how to look after themselves. Posters about this have been displayed in all our Study Centres and Colleges. Our welfare and housing teams on each campus are fully trained to manage any health concerns or illness, including on coronavirus. These teams are available to support all students if they are worried about their own health or if they have any other concerns related to the coronavirus.

Are staff at your Study Centres and Colleges testing students for signs of infection?

No, we are not testing students and have no plans to do so unless advised to by UK government officials.

Can students at your Study Centres and Colleges wear face masks? Will these be provided?

Yes, if students wish to wear face masks then they can do so. We are not providing face masks so students will need to obtain and pay for these themselves. Please note there is no public health requirement or recommendation to use face masks in the UK and staff will not have to wear one unless they choose to do so.

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Where can I find up to date health advice for the UK?

The official updates from the UK government provide the very latest information on the infection in the UK, including health and travel advice (both for those coming into the UK and those travelling abroad) and information on current travel restrictions. This is an evolving situation and advice is constantly changing based on emerging information.

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Further sensible and unbiased health advice is on the PHE website for anyone who may be concerned. The latest update from the UK National Health Service (NHS) can be found here:

www.nhs.uk/conditions/wuhan-novel-coronavirus

What healthcare arrangements are in place if a student falls ill while on campus, in a class or at their accommodation?

Students often fall ill with everyday colds, coughs and infections – and our staff are well trained to look after any student that is feeling unwell. Given the current public health emergency staff are being extra vigilant.

Please be assured that the UK government is very well prepared and has put in place robust infection control measures, and the NHS is well prepared to manage any further cases should they occur.

If a student falls ill with symptoms that could be coronavirus, they will receive urgent medical attention and will be tested by medical professionals. If the virus is diagnosed, then they will be taken to one of the dedicated specialist treatment facilities which PHE has set up across the UK.

What arrangements are in place if a student arriving into the UK feels ill?

The official updates from the UK government provide the very latest information on the infection in the UK, including health and travel advice (both for those coming into the UK and those travelling abroad) and information on current travel restrictions. This is an evolving situation and advice is constantly changing based on emerging information.

There is different guidance in place for students arriving from different locations, both within parts of China and from other countries, so it is best to keep checking the official advice before travelling.

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Before any students arrive on campus or at their accommodation from any affected location where self-quarantine is advised or required, we will be in touch with them directly to provide further assistance and support.

2. EDUCATION INFORMATION

Are any academic courses, Study Centres or Colleges affected?

All our courses are running as normal, and all our Study Centres and Colleges remain open and are operating normally. We have extended the dates of arrival for students from areas impacted by coronavirus and who are expecting to start courses in March, April and June, in case of disruption to travel plans. These students are being contacted directly and we will continue to keep the situation under review.

If I want to withdraw myself or my child from studying in the UK so I/they can return home what should I do?

If you want to withdraw yourself or your child, then you should contact your Student Advisor to discuss your individual situation. Please refer to our standard cancellation and refund policies which will have been provided to you when the place was confirmed. We will consider any adjustments to these policies on a case by case basis. At present, and while the risk in the UK remains moderate, we are not proposing to extend our refund policy if you choose to withdraw due to coronavirus.

Please be aware that once you/your child has left the UK, you/they may have to defer or repeat part of the course. You will also need to adhere to any UK travel advice and restrictions in place at the time.

If I want to cancel my place/my child's place to study in the UK what should I do?

If you want to withdraw yourself or your child, then you should contact your Student Advisor to discuss your individual situation. Please refer to our standard cancellation and refund policies which will have been provided to you when the place was confirmed. We will consider any adjustments to these policies on a case by case basis. At present, and while the risk in the UK remains low, we are not proposing to extend our refund policy if you choose to cancel due to coronavirus.

If I/my child is late arriving to start a course due to travel restrictions will you refund course fees, local transfer and accommodation costs?

We have extended the dates of arrival on some courses for students expecting to start in March, April and June in case of disruption to travel plans. The impacted students are being contacted directly with more detailed instructions.

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At present, and while the risk in the UK remains moderate, we are not proposing to extend our refund policy to cover the whole or part cost of course fees, local transfers or accommodation costs due to travel delays. We will however continue to keep the situation under review and will be in touch with any affected students directly if this changes.

3. TRAVEL INFORMATION

What should I do if my child's travel plans are affected by travel restrictions?

Please email us at GlobalStudentSupport@studygroup.com and we will be able to discuss your individual situation and provide further help and advice.

What plans are in place for the February half term holiday (Bellerbys Colleges) and also for the Easter holidays in April?

We are advising all our students currently in the UK to remain here for the February half term holiday and not to travel home if possible. This is to prevent the risk of them not being able to return if anything changes while they are away. All students will be able to remain in their accommodation, or with their host families. Anyone who chooses to leave the UK to travel home will need to adhere to any UK travel advice and restrictions in place at the time they plan to return. We will review this advice as it gets closer to the Easter holidays in April.

If parents were planning to visit their children in the UK during February half term or the Easter holidays we advise you to first check the travel advice from the UK government regarding self-quarantine as it may not be possible for you to spend time with your child if you are arriving from areas identified by PHE.

Where can I find up to date travel advice for the UK?

The official updates from the UK government provide the very latest information on the infection in the UK, including health and travel advice (both for those coming into the UK and those travelling abroad) and information on current travel restrictions. This is an evolving situation and advice is constantly changing based on emerging information.

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Where can I find up to date advice on self-quarantine requirements for all students arriving into the UK?

The official updates from the UK government provide the very latest information on self-quarantine guidelines. This is an evolving situation and so advice is constantly changing based on emerging information.

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If any Study Group students are required to self-quarantine they should contact their local welfare team and we will provide support and advice on a case by case basis.

What health tests are being carried out by UK health officials at UK airports and other ports of entry?

The UK government has introduced advanced monitoring at airports with direct flights from China. A team of public health experts has been established at Heathrow airport to support anyone travelling in from China who feels unwell. China has also introduced port-of-exit screening so people already exhibiting symptoms are not allowed to leave the country.

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ADDITIONAL INFORMATION

- For enquiries related to students who are already at one of our Study Centres or Colleges, please contact your Study Centre or College.
- If you/your child are/is due to begin studies with us soon and you have an urgent enquiry regarding the coronavirus outbreak, please contact globalstudentsupport@studygroup.com for assistance. To help us provide the information that you need quickly, please include your student ID and your Study Centre in the subject of your email.