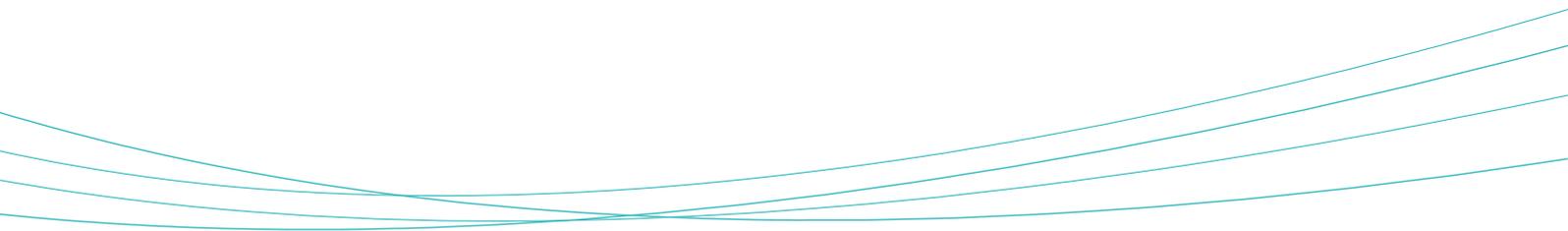




Y Coleg Cymunedol Cenedlaethol
The National Community College

Frequently Asked Questions Coronavirus Concerns



Coronavirus Frequently Asked Questions

This page contains frequently asked questions about coronavirus for staff and learners.

It will be kept updated as advice changes so please keep checking it for the latest information.

General Questions

What is coronavirus?

A coronavirus is a type of virus. As a group, coronaviruses are common across the world.

Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia causing shortness of breath and breathing difficulties.

Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Novel coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China.

How is Addysg Oedolion Cymru | Adult Learning Wales monitoring and responding to the Coronavirus outbreak?

We continue to monitor the situation and respond to official advice and guidance as it becomes available. We remain in close contact with Public Health Wales and other official government bodies.

Are courses still running?

All face-to-face teaching is suspended for the remainder of Term 2 including the Easter period up to 17th April 2020.

Arrangements for Term 3 will be communicated as soon as practically possible, so please await further updates from the organisation or your regional team.

Learners who are participating in some courses can carry out elements of self-directed learning via our Moodle platform. On-line support will be provided by your tutor using the chat and forum facilities.

Are Addysg Oedolion Cymru | Adult Learning Wales offices open?

All of our offices are now closed until further notice. All our staff will be working from home and the organisation will remain open to provide on-going support and information to learners and partners through remote access facilities. Our Term 3 curriculum offer will be communicated as soon as possible, so please continue to check our website and social media for further updates.

Can I visit an Addysg Oedolion Cymru | Adult Learning Wales office?

All of our offices are now closed until further notice.

I need to post something to Addysg Oedolion Cymru | Adult Learning Wales, where should I send it?

All AOC | ALW offices are now closed until further notice. Please be aware that any post sent to our offices arriving after this date may not have been received.

If you have sent something in the post that would not have been received prior to 23rd March and that needs urgent attention, please email your Regional Support Administrator.

If you need to send something to us urgently, the best way to do this is to scan/photograph it and email it to the appropriate Regional Support Administrator team.

I'm really worried, what do I do?

This is a very worrying time for everyone. The following Government and Public Health websites provide up to date advice and guidance:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://phw.nhs.wales/>

NHS Self assessment tool:

<https://www.nhsdirect.wales.nhs.uk/SelfAssessments/symptomcheckers/?ScName=CoronaVirusCOVID19&SCTId=175>

Should you have any specific questions relating to your learning or employment please contact us.

Who can I speak to at Addysg Oedolion Cymru | Adult Learning Wales for advice regarding Coronavirus?

Up to date information about Coronavirus can be accessed [here](#).

Should you have any general questions about your employment, please contact your line manager or a member of the HR team at hr-general@adultlearning.wales

Learners should contact their regional office in the first instance. Please be advised that you may be directed to voicemail initially. Please leave a message and we will contact you as soon as possible. Alternatively, please email us at info@adultlearning.wales Support and advice is also available from the Learner Services team. Please call 03300 580845 and leave a message; contact will be made with you as soon as possible.

I am planning a trip abroad in the next weeks. What should I do?

The latest travel advice is available at <https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

Should I wear a face mask?

It is debatable whether masks will be effective in this situation. However, it is a recognised custom for Asian communities to wear face masks to protect themselves and, in particular, others from the possibility of infection. It is very important that we recognise and respect this custom.

I have experienced unpleasant behaviour directed at me, relating to Coronavirus. Who can I speak to about this?

It is very important you tell someone from the organisation if you experience unpleasant behaviour or abuse. We have a zero tolerance to harassment and discrimination at Addysg Oedolion Cymru | Adult Learning Wales.

The organisation does not tolerate behaviour contrary to dignity and respect and expects everybody to treat each other in a way they would wish to be treated themselves.

Our bullying and harassment policy can be found [here](#).

Are you liaising with other colleges in relation to managing this incident?

We continue to work with other colleges through the FE sector body Colegau Cymru | Colleges Wales, along with colleagues across the adult community learning sector to ensure we share and use the most up to date information and best practice.

I am attending an event organised by Addysg Oedolion Cymru | Adult Learning Wales in the next few weeks. What should I do?

We are postponing forthcoming organisational events in line with Government advice.

Will Branch classes continue?

In line with AOC | ALW's decision to suspend all face-to-face teaching for the remainder of Term 2, including the Easter period up to Friday 17th April 2020, we advise that all branch-organised classes should also be suspended for this same period of time. Further information on this rapidly

changing situation is available from your Branch representative.

I want to help my relatives and neighbours who are self-isolating, what should I do?

We are very supportive of anyone who can help others during this time, where it is permitted and safe to do so. Our information and resources page is regularly updated and provides helpful tips on how you can assist others who are self-isolating, especially those who are over the age of 70 and/or vulnerable. However, it is very important that you follow requirements as directed by the UK and Welsh Governments and Public Health advice.

Information for Staff

As a member of staff, can I work remotely?

All our offices are now closed for reasons of health and safety for our staff. All staff are required to work from home. Should you have any difficulties, or require information or access to equipment, please contact your line manager. Please see the [Home Working Policy](#) for further details; and please remember to complete the appropriate risk assessments as set out in the policy.

If your line manager agrees that it is not practicable for you to work from home then your absence will be treated as paid leave by reason of self-isolation for coronavirus.

We understand that staff may be juggling working from home with caring responsibilities, and appreciate the challenges associated with this. We simply ask our staff to do their best in these difficult and unprecedented circumstances.

Can I still go to the office?

All AOC | ALW offices are now closed until further notice.

Where can I get advice?

People with symptoms are no longer required to call NHS 111, as the system is under strain, but are instead urged to look for information on the NHS website and 111 online.

Staff can also speak to their line manager or a member of the Human Resources Department.

How should I take care of my own health?

The following Government and Public Health websites provide up to date advice and guidance:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://phw.nhs.wales/>

NHS Self assessment tool:

<https://www.nhsdirect.wales.nhs.uk/SelfAssessments/symptomcheckers/?ScName=CoronaVirusCOVID19&SCTId=175>

What if I, or a dependent, contracts coronavirus?

If you develop symptoms of the virus, your absence will be treated as sick leave and the organisation's standard sickness absence reporting procedure will apply. Please see the [Attendance Management Policy](#) for further details.

You may be required to care for a dependant who has contracted the virus. Emergency leave is available to cover genuine and unforeseen emergencies involving dependants. Please see the [Leave Policy](#) for further detail around eligibility and duration.

Where you are in self-isolation but have not developed symptoms of the virus and you have exhausted emergency leave, your absence will be treated as paid leave by reason of self-isolation for coronavirus.

If you have sudden caring responsibilities because of the COVID-19 related educational closures, or because of the illness of others in your care, we will assume you are working remotely and you will be paid as normal. This is a variation to our current practice for the duration of the COVID-19 threat. We appreciate that this may be challenging and simply ask that you do your best in the circumstances you are presented with.

I can't attend my doctor's surgery to get a medical certificate, what should I do?

We recognise the challenges associated with obtaining a medical certificate at this time, and will take a flexible approach in these situations. Staff should attempt to obtain a medical certificate, which may be provided by your doctor via the post or electronically. If you are having difficulty obtaining a medical certificate, or need to send it in late, don't worry, just let your manager or the HR team know.

What support is available if I am feeling anxious about family or friends who may be affected by the virus?

We recognise that many members of our community have family, friends and loved ones in impacted areas and our priority is to support you during this time.

All employees have access to the "Education Support Partnership" who provide a range of support services as follows:

- Expert coaching, counselling and information provision
- Accessible by telephone and online
- Covers personal and work-related issues
- Free, independent and confidential service, 24 hours per day, 7 days per week

To access this service, please call **08000 562 561** or go to www.educationsupportpartnership.org.uk

A number of useful resources relating to Health and Wellbeing can be found on our Sharepoint platform.

How do I report my absence from work?

Please follow the normal absence reporting procedure with your line manager if you are unwell.

Can I take annual leave at this time?

Yes, you can continue to take annual leave as required following authorisation from your line

manager in the usual way.

My holiday has been cancelled; can I cancel my annual leave?

Yes, you can cancel your annual leave. We understand and accept in the circumstances that this may take the annual leave carry over figure above 10 days for some staff.

As a line manager, how do I report staff absence?

If a member of staff has developed symptoms of the virus, their absence should be recorded as sick leave and the organisation's usual sickness reporting procedures will apply.

Should I attend external meetings?

Please do not attend external meetings. On-line facilities are available for your use, so please take every opportunity to make alternative arrangements.

How will Addysg Oedolion Cymru | Adult Learning Wales ensure fairness when people have such different roles across the organisation?

We understand the needs of our colleagues will change over the coming months and it is therefore impossible to apply a 'one size fits all' approach. Some colleagues might feel that they are contributing more than others during this difficult period, as not all colleagues will be able to apply the principles of remote working. We are sure that everyone will do the very best they can to support our learners, our families and each other during these difficult times.

I'm worried about my job security, is my job at risk due to the current situation?

We are committed to safeguarding the future of our organisation and the job security of our staff.

Will I get paid?

Yes, you will get paid. Salaried staff will continue to get paid as normal in line with terms and conditions of employment.

We are currently developing a system to ensure that tutor pay for term 3 is unaffected by course cancellations due to coronavirus. We will be in touch in due course to confirm specific arrangements for each tutor.

Is GDPR compliance still required at this time?

We acknowledge that it will not be possible to maintain our usual working practices with the majority of staff moving to remote working. With the outbreak of COVID-19 causing an unprecedented situation the Information Commissioner's Office has confirmed that some allowances to usual working practices are acceptable. However, it remains our duty as a

responsible Data Controller to continue working to a standard which maintains the security of personal information. To this end, staff must continue to apply the same standards and professionalism relating to GDPR compliance when working remotely, namely ensuring that all work related activities are undertaken using our secure platforms. Where there is a need for staff to transport documentation that contains personal information, due to current circumstances, it must be done so in agreement with your line manager and in a manner that is responsible to manage the risk of any data breaches. It is advisable that such transportation is kept to a minimum and only for essential business related activities.

I want to help my relatives and neighbours who are self-isolating, what should I do?

We are very supportive of anyone who can help others during this time, where it is safe to do so. Our information and resources page is regularly updated and provides helpful tips on how you can assist others who are self-isolating, especially those who are over the age of 70 and/or vulnerable. However, it is very important that you follow Government guidance when helping others.

Helping others may mean doing things for them during my working day, such as shopping or picking up prescriptions, am I allowed to do this?

Yes, within reason. There is a balance between work responsibilities and other demands on your time and we would support reasonable flexible working arrangements in order for you to help others. We simply ask that you do your best to balance priorities. Please liaise with your line manager to confirm any arrangements.

Additional guidance for teaching staff regarding course cancellations

Will my courses be cancelled?

All face-to-face teaching is suspended for the remainder of Term 2 including the Easter period up to 17th April 2020.

Arrangements for Term 3 will be communicated as soon as practically possible, so please await further updates from the organisation or your regional team.

My courses are cancelled, what should I do?

Learners who are participating in some courses can carry out elements of self-directed learning via our Moodle platform.

Many thanks to those of you who have already started facilitating online/remote activities with your learners. In order to maintain a consistent approach to this, please await further advice from your Regional Manager or Curriculum Delivery Officer before continuing with this.

Training and guidance for tutors in the use of Moodle is available to enable tutors to facilitate this activity for learners.

At present, non-accredited courses cannot be supported remotely; however, we will continue to monitor the situation closely.

Following course cancellations, tutors may be asked to support administrative/quality procedures, i.e. production of assessment booklets or carrying out IQA where qualified to do so, or to carry out online Continuing Personal Development (CPD). Further information on tasks for completion will be provided via the Curriculum Manager.

For any queries regarding course cancellations, or facilitating self-directed learning remotely, please contact your Curriculum Delivery Officer in the first instance.

Will I be paid for courses that are cancelled?

Tutors will be paid for all agreed courses that are cancelled for coronavirus-related reasons.

Details for April's pay are as follows:

- 1) Tutors to send claims electronically or photographed to the regional mailbox for hours and mileage actually taught. Hard copies to remain with tutors along with assessment booklets etc.

- 2) Payroll will look at the planned hours for March to determine what should be paid for March and will honour those hours for which we haven't received claim forms and for those hours that have been cancelled.
- 3) Where payroll have not received claim forms we will do our best to estimate any mileage that would be due for actual taught sessions.
- 4) Mileage is not going to be paid for cancelled courses as the costs have not been incurred.
- 5) Any remaining activity for term 2, relating to April's dates which are cancelled, will be dealt with in a similar way in May's pay.

Where should I send my pay claims?

Please scan or photograph any pay claims and email to your Regional Support Administrator.

Where should I send my course paperwork?

Please keep your course paperwork with you until further notice. Please note that paperwork for courses that have been cancelled must not be destroyed.

I teach for more than one region, who should I contact if I have a query?

Tutors who teach across more than one region should contact the regional team that their course query relates to.

Guidance for Learners

Will my classes be cancelled?

All face-to-face teaching is suspended for the remainder of Term 2 including the Easter period up to 17th April 2020.

Arrangements for Term 3 will be communicated as soon as practically possible, so please await further updates from the organisation or your regional team.

As a learner, can I engage with my studies remotely?

Learners who are participating in some courses can carry out elements of self-directed learning via our Moodle platform. On-line support will be provided by your tutor using the chat and forum facilities wherever possible.

At present, non-accredited courses cannot be supported remotely, however, we will continue to monitor the situation closely.

If I am unwell, or a member of my family is unwell, what should I do?

The following Government and Public Health websites provide up to date advice and guidance:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

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If you have sent something in the post that would not have been received prior to 23rd March and that needs urgent attention, please email us at info@adultlearning.wales

If you need to send something to us urgently, the best way to do this is to scan/photograph it and email it to our organisational email address- info@adultlearning.wales

Will Branch classes continue?

In line with Addysg Oedolion Cymru | Adult Learning Wales's decision to suspend all face-to-face teaching for the remainder of Term 2, including the Easter period up to Friday 17th April 2020, we advise that all branch-organised classes should also be suspended for this same period of time. Further information on this rapidly changing situation is available from your Branch representative.

How do I buy food/feed myself and maintain supplies during my period of self-isolation?

Most UK supermarkets will deliver food and other items either for free or for a low fee. You can order on the internet via specific mobile apps or supermarket websites.

What support is available to me during my period of self-isolation?

Isolation, even for short periods, can be stressful. You should continue to communicate with friends and family regularly at this time.

If you feel your mental health is suffering as consequence of the situation, or if you feel unsafe, you should contact the Learner Services Team on **03300 580845**.

I am planning to travel outside the UK, or a member of my family has travel plans. Do I need to tell anyone?

The UK and Welsh Governments have instructed everyone to stop all unnecessary travel.

Who can I speak to if I'm worried about a friend/fellow student?

We recognise that many members of our community have family, friends and loved ones in impacted areas and our priority is to support you during this time.

If you feel you need additional support, please contact the Learner Services Team on **03300 580845**.

A family member or friend is a learner with Addysg Oedolion Cymru | Adult Learning Wales, and I am concerned about their health and wellbeing. Where can I access information?

Ensuring the safety and welfare of our learners and staff is a priority and we are monitoring the Coronavirus situation as it unfolds. We are following the latest advice from the [Foreign and Commonwealth Office](#), [World Health Organisation](#) and [Public Health Wales](#) and have shared that with our staff and learners.

I'm a Chinese national, in the UK and holding a UK visa which has/is about to expire. What do I do?

The Home Office will automatically extend your visa to 31 March 2020 if your visa has an expiry date between 24 January 2020 and 30 March 2020. You don't need to do anything to get this extension. If you have already applied to extend your visa you don't need to do anything.

Your visa conditions will remain the same as your current visa.

You will not automatically receive a new visa or Biometric Residence Permit card. If you need a status letter confirming this extension, or a new Biometric Residence Permit with a revised expiry date, you should [contact the coronavirus immigration helpline](#).

If you are intending to apply to extend your stay in the UK before 31 March 2020 you should continue to do so.

I'm a non-Chinese/non-EEA national, normally resident in China, holding a UK visa which has/is about to expire. What do I do?

If your UK visa has an expiry date between 24 January 2020 and 30 March 2020 you should [contact the coronavirus immigration helpline](#).

The team will be able to extend your visa to 31 March 2020 if you can demonstrate you are normally resident in China.

Your visa conditions will remain the same as your current visa.

Where can I get further information about my immigration status?

The Home Office has also set up a Coronavirus Immigration Helpline - Telephone: 0800 678 1767 (Monday to Friday, 9am to 5pm). All calls are free of charge. Email: CIH@homeoffice.gov.uk