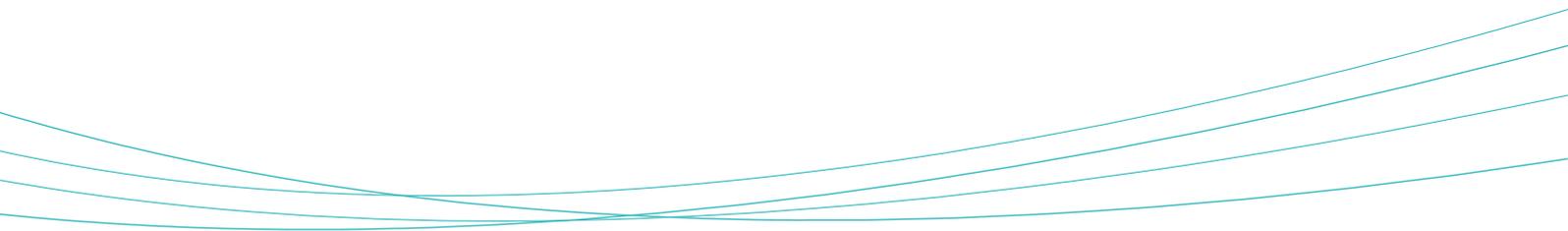




Y Coleg Cymunedol Cenedlaethol  
The National Community College

Frequently Asked Questions  
Coronavirus Concerns  
Guidance for Learners



## 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](mailto: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](mailto: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.

## 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>

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

NHS Self assessment tool:

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

### Can I visit an AOC |ALW office?

All of our offices are now closed to external visitors.

### 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 the office 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 us at [info@adultlearning.wales](mailto: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](mailto: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](mailto:CIH@homeoffice.gov.uk)