# Frequently asked questions for students undertaking health profession programmes.

**Updated 1st July 2020; 1200hrs**

The Faculty want to thank you for raising your concerns either directly with programme teams or through the student union. These have been helpful and have been used to inform our thinking whilst we continue to receive information from multiple sources.

The following FAQ’s are presented to help you understand how plans for your study are emerging. As we have more information in areas of uncertainty, these will be updated.

**General Information for all health profession students on our approach to consultation with students.**

As a Faculty, our aim is to offer a learning experience that provides students with the opportunity to complete their programme and enable registration as a healthcare professional in line with the anticipated outcome of study.

As students you signed up for a specific programme, and as your university we would normally consult with students prior to implementing any changes. We are however in exceptional times and are having to develop a timely response to a rapidly changing external context.

In order to maintain our duty of care to you, the Faculty Executive have strategically risk assessed the emerging possibilities within the framework set by government. We recognise that the options are limited so ‘normal’ consultation processes have not been applied at Programme level.

We have, and we will continue to listen to you; you have raised concerns and questions to programme teams and to the Students’ Union, and we have considered these in our response, as you will see below.

As a result of the current crisis, we anticipate that the delivery of the programme and the anticipated end date may, in some instances need to alter. However, where changes are being made, wherever possible we will aim to provide students with CHOICE, and we are using revised university procedures to support your progression through your programme.

**How are the university determining what my choices are?**

On April 6th the Faculty Executive Team has made the strategic decision that we will only give students the CHOICE to go into practice if the students are afforded all the safeguards offered under the National Guidance for Students, i.e. that they are remunerated for their contribution, and therefore receive all the protections ‘as if they are a member of NHS staff’. You will however remain a student of the university, unless you are transferred onto the Temporary Register, when activated.

This means that some placement plans will be disrupted.

The availability of CHOICE in the delivery of clinical practice opportunities will be determined in addition by the agreements we are able to reach with our placement providers on how you can positively contribute within practice.

Some students will NOT have a choice to go into clinical practice for the remainder of the year, whilst other students WILL HAVE the choice to do so. This is beyond the university’s control.

Paramedic students currently remain withdrawn from placement – this is subject to an ongoing national discussion as our experience is being reflected elsewhere. We are also exploring how your clinical placement and competency development can be delivered within SECAM support roles, or outside of SECAM – please see the following section for further information - I am a final year Paramedic student, I am a second Year Paramedic student.

**Respect for your personal CHOICE if offered a placement opportunity.**

During this crisis, a student can, at any time, make a CHOICE not to engage in clinical practice, where this is offered. There may be many reasons for this including underlying health issues, specific caring needs, or simply personal choice. If you are in clinical placement currently and decide that you no longer wish to continue please let your Programme Director and the Practice Learning Unit know.

Please be reassured that your choice will be at no detriment to you personally within the university, and the university will respect and is fully supportive of whatever choice you make, for whatever reasons.

It is therefore NOT acceptable or professional for any member of the university (staff or fellow student) to be disrespectful of this student choice in any way. Disrespectful and judgmental behaviour is contrary to the Student Code of Conduct and Professional Statutory Regulatory Body expectation. Students who experience disrespectful behaviour are asked to report this through the normal mechanisms or seek advice from their Programme Director**.**

We are aware that some 3rd year students feel that the government approach to students during this time of crisis is ‘unfair’. Providing students with CHOICE in this catastrophic indiscriminate situation is therefore fundamentally important. Students who believe this to be unfair are perfectly within their rights to choose not to engage with clinical practice, at this time.

Please note, whatever you choose to do in the next few months, that all students will still be required to meet the requirements in their programme before the university can sign off their experience for professional registration, and this may delay programme completion.

**Where can I find information to make an informed choice to OPT IN or OPT OUT of clinical placement?**

National Guidance for Nursing and Midwifery students (<https://www.hee.nhs.uk/sites/default/files/documents/Student%20support%20guide%20master%20.pdf> ) and National Guidance for AHP students <https://www.hee.nhs.uk/news-blogs-events/news/student-support-guidance-allied-health-professions-during-covid-19-outbreak> is now available.

These documents MUST be read by all students who are considering a CHOICE to continue or start clinical placement, as it provides important information about how you will be protected, rewarded, and the availability of support for you and your dependents in the future. If you do not understand the guidance, or you have any queries about what this means for you, please speak directly to your Personal Academic Tutor.

For remainder of the 19/20 Academic year, if you choose to OPT IN to either continue/ commence clinical placement under these new arrangements, you will be recompensed (see **Students Employment Contracts** etc. section) and you will continue to receive any student loan allocation as normal for the remainder of the academic year. This includes child care and travel allowances for the remainder of the academic year; more detail can be found here; <https://www.gov.uk/guidance/guidance-for-current-students> .

The Coronavirus Bill affords you with the same level of protection as other health employees, however *we strongly recommend that you do NOT opt out of your employer pension arrangements as this is the key source of support for your families if you experience any life-threatening events or die during your student employment.*

These data may be helpful in exploring your personal risk in relation to COVID-19 ; [http://www.imperial.ac.uk/news/195217/coronavirus-fatality-rate-estimated-imperial-scientists/](https://eur01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.imperial.ac.uk%2Fnews%2F195217%2Fcoronavirus-fatality-rate-estimated-imperial-scientists%2F&data=02%7C01%7Cdebra.towse%40canterbury.ac.uk%7C0bde9b78e7004febc00e08d7d63f3574%7C0320b2da22dd4dab8c216e644ba14f13%7C0%7C0%7C637213439268417421&sdata=xoWEugXyE6Mi27QEDE78XMs8mTzNTshlFxUgYYaL44g%3D&reserved=0)

**Student Employment Contracts, Protected Learning and General Expectations;**

The Faculty has met with all the major NHS organisations across Kent and Medway, every two weeks since 3rd April, to discuss proposals for the return to clinical placements of the different professional groups. Broad agreements have been reached and we now have dates after which you are able to return to/commence clinical placement under the new terms, for the majority of student groups as indicated below. The actual date is subject to the variations introduced by the system in relation to the organisation of your employment, and that service disruption may still preclude placement. The university has no control over this. It is also important to note that;

* Following discussions with our NHS partners this week, even though you may have CHOSEN to OPT In, this does not guarantee you will be picked for employment as this is based on their local context.
* The University is required to provide an additional level of assurance in relation to your current individual academic status. Where you are engaged in a Fitness to Practise procedure, or have outstanding reassessment this will preclude your employment at this point, but the university will be able to recommend you for employment once these criteria are met. To this end, opportunities for reassessments from Semester 1 are to be prioritized, and once completed your academic status will be altered to support employment*.* ***Please see ‘I have reassessment – what does this mean to me?’***

3rd year Nursing and Midwifery Students’ placements, and therefore your availability for employment begins at the following point;

|  |  |
| --- | --- |
| 3rd year UG Nursing ADULT | 23rd March onwards |
| 3rd year UG Nursing CHILD | 20th April 2020 |
| 3rd year UG Nursing MENTAL HEALTH | 20th April 2020 |
| 3rd year UG MIDWIFERY | 20th April 2020 |

2nd year UG, and 1st year Postgraduates Nursing and Midwifery students’ placements, and therefore your availability for employment will begin at the following points;

|  |  |
| --- | --- |
| 2nd Yr UG Midwifery |  1st June 2020 |
| 2nd Yr UG Nursing ADULT | 15th June 2020 |
| 2nd Yr UG Nursing CHILD | 15th June 2020 (subject to confirmation) |
| 2nd Yr UG Nursing MENTAL HEALTH | No clinical placement (at Trust request) |
| 1st Yr PG Nursing ADULT | 15th June 2020 |
| 1st Yr PG Nursing MENTAL HEALTH | 18th May 2020 (changed at Trust request) |

Allied Health Profession student placements, and therefore your availability for employment will begin at the following points.

|  |  |  |  |
| --- | --- | --- | --- |
| Profession | 2nd Year | 3rd Year who have not completed placement. | Third years who have completed placement will go on Temporary register |
| ODP | 20th April | 20th April |  |
| Diagnostic Radiographers | 23rd March | Immediately | 20th April |
| Occupational Therapists | 14th April | Immediately | 20th April |
| Physiotherapist | 20th April |  |  |
| SLT | TBC |  |  |
| Paramedics | TBC | TBC | TBC |

You will be asked to sign a Fixed Term contract, so any 2nd year students who needs to return to study should ensure that they have had the opportunity to have rest and recuperation time (ie holiday), prior to your return to University in the 20/21 academic year.

Depending on the duration of your fixed term contract, you may need to resign to ensure that you can return to study. The legal minimum resignation period we understand is one week. We have requested arrangements which will support Protected learning Time.

This is needed to provide you with time to continue to record how the work you do in clinical placement can help you to demonstrate competence. It also provides time for supportive conversations with your Personal Tutors and other University Staff who are here to support you, and to help you make sense of some of the experiences you might have.

**If for whatever reason, you are not ‘picked up’ for the employment option,** you still have the option should you wish, to volunteer or be considered for a non-clinical role outside of your programme of study. This should be for a maximum of 11.5 hrs /week, and will not be part of your placement hours but we have been advised you would be very welcome, particularly in community settings.

You will note that this FAQ now includes initial insight into the TEMPORARY REGISTER for AHP’s WHO HAVE COMPLETED PLACEMENTS (which is open). The NMC has now confirmed that the TEMPORARY REGISTER for 3rd YEAR NURSES WHO HAVE MET DEFINED CRITERIA, in the last 6 months of their programme will NOT be opening - our current focus remains on supporting you to register within the intended timeframe wherever this is possible.

**Payment for your employment**; Some students have indicated to us that different organisations are remunerating students on the same Pay Band but at different incremental levels. Whilst this is beyond our immediate control, we will be flagging this back to providers as an inequity, but would note that in some instances this variation may be due to prior NHS service by the individual.

The Tables on the next pages are designed to give you a thorough overview of the differences to assist your understanding.

**Duration of employment**;

It has come to our attention that final-year students who are currently in placements who have completed their final competencies and hours may have their contracts discontinued on 31st July 2020, by their employing organisations.

Our understanding is that organisations are likely to then offer students who are in a position to complete their programme ( i.e; those who have successfully completed both academic and placement requirements), a substantive contract ready for full employment as a registrant, where they have an employment offer.

Alongside this, some second year students, are just going into placement. We anticipate that these contracts will likely extend into the August, completing prior to the new academic year, as we indicated in our earlier communication.

The placement situation is under constant review and is subject to change. These changes are generally beyond the universities control, but we continue to advocate for students to enable placement in these unusual times.

We thank you for your patience, and we are very grateful for the continued collaborative approach with placement providers which has enabled some students to contribute to the CV19 crisis.

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| --- | --- | --- | --- |
| **Nursing And** **Midwifery students** | **2nd year UG or 1st PG** | **3rd Year - Extended placement** | **OPTION WITHDRAWN****3rd Year NURSES who meet additional criteria – Temporary Register**  |
| **CCCU Placement Option** | Placement Option available through student employee status | Placement Options available through student employee status/extended placement | No longer placement, shifts to employment |
| **Placement Choice** | HEE will consider your choice as indicated.Please note* You may be asked to work at another organisation due to service shut down, or due to excess demand.
* Your decision to take the alternative offer remains your choice.
* You may not be ‘picked up’ for employment, if the demand is not present.
 |
| **Student Employee** **role descriptor**  | National Role Descriptor | National Role Descriptor | National Role Descriptor – Pre-Graduate Nurse |
| **Pre-employment checks** | University program entry procedures provide required all assurances required. |
| **Remuneration** | Band 3 | Band 4 | Band 5 |
| **Agreed Contract arrangements** | 30hrs (4 days equivalent) paid1 day protected learning – SLC funded | 30hrs (4 days equivalent) paid1 day protected learning – SLC funded initially. Moving to 37.5hrs paid once programme requirements signed off. | Ideally we are proposing 30hrs (4 days equivalent) paid1 day protected learning – SLC funded initially. Moving to 37.5hrs paid once programme competence signed off. |
| **Uniform arrangements** | Student uniform | Student uniform | TBC |
| **Short Induction and PPE Training requirement** | Yes | Yes | YES |
| **Supernumerary status** | NO | NO  | TBC |
| **Supervised by registered HCP** | Yes | Yes | TBC |
| **Level of competence expectations** | As defined by PAD | As defined by PAD | As if newly qualified Nurse |
| **Additional Skills development** | Yes – in line with the expectations of your profession as described in you PAD/OAR | Yes – in line with the expectations of your profession as described in you PAD/OAR Especially important for 3rd years to enable registration in September. | Yes – in line with organisational needs. |
| **Placement location**  | Ideally familiar area but can be moved at short notice. PLU to be notified. | Ideally familiar area, but likely to feel very different, and can be moved at short notice. PLU to be notified | Employer choice |
| **Likely to encounter CV19 positive patients** | Yes – likely | Yes – almost certainly. | YES |
| **Programme procedures/ reporting arrangements** | ALL NORMAL PROGRAMME PROCEDURES APPLY. NORMAL INFORMATION MECHANISMS BETWEEN CCCU AND NHS APPLY. | TBC |

|  |  |  |
| --- | --- | --- |
| **AHP students**  | **2nd year** **3rd year with incomplete placement /competencies** | **3rd Year with all completed competencies/placement = TEMPORARY REGISTER** |
| **CCCU Placement Option**  | Placement Option available through student employee status | No longer student, those on the Temporary Register can be directly employed |
| **Placement Choice** | HEE will consider your choice as indicated.Please note* You may be asked to work at another organisation due to service shut down, or due to excess demand.
* Your decision to take the alternative offer remains your choice.
* You may not be ‘picked up’ for employment, if the demand is not present.
 |
| **Student Employee** **role descriptor** | Local Role descriptor – TBC | Local Role descriptor – TBC |
| **Pre-employment checks**  | University program entry procedures provide required all assurances required. |
| Remuneration | Band 3 | Band 5 |
| **Agreed Contract arrangements**  | 22.5hrs (3 days equivalent) paid1 day protected learning – SLC funded1 day university study – SLC funded | We recommend this is 4 days per week, within one day protected learning to provide on-line support to complete any remaining academic credits, and support resilience and wellbeing. |
| **Uniform arrangements**  | Student Uniform | TBC |
| **Short Induction and PPE Training requirement** | Yes | Yes |
| Supervision | Must have a named Clinical Supervisor/Practice Educator, preferably of same profession, or must have ‘long arm supervision. | NA – employee |
| Level of competence expectations | As defined by PAD / OAR | Fully competent – needs to engage with preceptor type training.HCPC [Standards of conduct, performance and ethics](https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/), and [Standards of proficiency](https://www.hcpc-uk.org/standards/standards-of-proficiency/) apply. |
| **Additional Skills development** | Yes – in line with OAR requirements and organisations’ needs | Yes – in line with organisations’ needs |
| **Placement location**  | Ideally familiar area, but likely to feel very different, and can be moved at short notice. PLU to be notified | Employer choice |
| **Likely to encounter CV19 positive patients** | Yes – highly likely | Yes |
| **Programme procedures/ reporting arrangements** | ALL NORMAL PROGRAMME PROCEDURES APPLY. NORMAL INFORMATION MECHANISMS BETWEEN CCCU AND NHS APPLY. | TBC |

**Changes to Programmes operating OPT IN / OPT OUT choices, and Student Status.**

The current circumstances and the OPT IN / OPT OUT choices, result in different experiences for students within the same programme, depending on their choice. This generates a series of scenarios which require clear management protocols, to ensure that a student in similar circumstance on different programme is treated equitably. To help you understand the complexity of this, and our initial proposals for this, we are sharing the draft anticipated scenarios and actions that are being considered, and the potential impact on students. PLEASE NOTE THESE ARE DRAFT.

|  |
| --- |
| **3rd Year Nursing / Midwifery/ or AHP with clinical placement outstanding** |
| Student Employment  | OPT IN Employment offer achieved | OPT IN Employment offer achieved | OPT IN Employment Offer achieved | OPT IN Employment Offerachieved | OPT IN Not offered employment | OPT OUT |
| Practice Hour attainment | Threshold hours met | Threshold hours not met | Threshold hours met | Threshold Hours not met | Not possible | - |
| Competency development | Fully completed | Fully completed | Not fully completed | Not fully completed | Not possible | - |
| Remedial action | None | Remaining placement hours scheduled | Additional placement hours to support full competence | Remaining placement hours scheduled to support full competence | All remaining placement hours scheduled as soon as practicable | All remaining placement hours scheduled as soon as practicable. |
| Student status | Fully enrolled | Fully Enrolled | Fully enrolled | Fully enrolled | Fully enrolled | Fully enrolled  |

2nd UG and 1st  PG year student’s different scenarios arise;

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| --- |
| **Placement is planned, is possible through the OPT IN/ OPT OUT** |
| Module Type | Modules have both theory and practice elements | Modules have both theory and practice elements | Modules have both theory and practice elements | Practice module | Practice Module | Practice Module |
| OPT IN /OUT status | OPT IN and gained employment | OPT IN but nor employed | OPT Out | OPT IN and gained employment | OPT IN but not employed | OPT OUT |
| Remedial Action | If practice requirements met, no further action required. | Will require additional Placement at later stage | Will require additional placement at later stage | If practice requirements met, no further action required | Will require additional Placement at later stage | Will require additional Placement at later stage |
| Student Status | Fully enrolled | Fully enrolled | Fully enrolled | Fully enrolled | Fully enrolled | Fully enrolled |

Students who have not engaged in scheduled clinical practice for whatever reason, will be required to engage in all remaining study until the end of the academic year, and will also need to make up practice hours to threshold levels prior to being put forward for registration. Therefore there is no plan at this stage to consider interruption for any student as a result of the CV19 crisis. This does not preclude interruptions to study for other reasons however.

We recognise that there has been limited updates for students who for have OPTED OUT for whatever reason. Presently the situation for you remains the same – placements are only being supported through the student employment route. However, we can assure those of you who are in this position, that you have not been forgotten.

TRANSITIONAL ARRANGEMENTS FOR RETURN TO NORMAL PLACEMENTS **NEW 1-7-2020**

HEE have issued a set of FAQs clarifying the timeline for ending paid-placements and reintroducing traditional supernumerary placements, for students nurses and midwives. This document has been agreed between HEE, NHS England, the NMC, the DHSC, unions, the Council of Deans of Health and NHS Employers. Please use the following links to help your understanding of what is going to happen.

 [https://www.hee.nhs.uk/coronavirus-covid-19/coronavirus-covid-19-information-midwives](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hee.nhs.uk%2Fcoronavirus-covid-19%2Fcoronavirus-covid-19-information-midwives&data=02%7C01%7Cdebra.towse%40canterbury.ac.uk%7C8472a415650341f40add08d819e84212%7C0320b2da22dd4dab8c216e644ba14f13%7C0%7C0%7C637287832634889327&sdata=rKVV0hnj99tRongS82gT0GkEO96AlERbeyHKmzqdOKA%3D&reserved=0)

 [https://www.hee.nhs.uk/coronavirus-covid-19/coronavirus-covid-19-information-nurses](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.hee.nhs.uk%2Fcoronavirus-covid-19%2Fcoronavirus-covid-19-information-nurses&data=02%7C01%7Cdebra.towse%40canterbury.ac.uk%7C8472a415650341f40add08d819e84212%7C0320b2da22dd4dab8c216e644ba14f13%7C0%7C0%7C637287832634899323&sdata=4%2BJWia%2FzIzqWn8AZrLYf2ikjkT8Y%2BEkkTEg1pjWUFKY%3D&reserved=0)

 A similar set of FAQs for AHP work opportunities is being created and will be published we understand next week.

Importantly, these FAQ’s confirm our understanding, which was shared previously;

* If you need to complete hours or competencies this year,
* and are now able and willing to engage in placement prior to 31st July
* and are able to be placed in an organisation to undertake this,
* you will receive payment for this as a student employee.

If you are not able to engage or if there is no opportunity for you to do so until after 31st July, you will not be paid.

The NMC have also informed the University about the plans for ending the emergency education standards, and we anticipate the HCPC will provide details shortly as well. As all these details are confirmed, we will develop plans to reintroduce supernumerary placements in selected areas, with risk assessments in place for health student placement. This will also require students to be risk assessed once again and understand what is required of them in the placement area.

**How are the university going to support the increased placement demands arising from the CV19 restrictions? Updated 1-7-2020**

There is work commencing across the provider landscape to support the re-introduction / reconfiguration of services. As soon as we are clear of when and where these services will come on line, and how these may provide placement opportunities we will be start a risk assessment process to determine if they present a suitable CV19 ‘free’ / low risk learning environment to help those who have been unable to engage in scheduled placement to have an opportunity to catch up.

However we also need information additional information to take this forward and we are continuing to work at all levels to ensure we have influence and insight around these, for instance guidance is required in the following areas;

* From the NMC/ HCPC in relation to the continuation of the emergency standards
* From HEE around the continuation of student employment options and what will replace the ‘student employment’ option in terms of protection or if the return to the normal levels of indemnity and protections offered under employer and public liability insurance will provide sufficient levels of protection for you.

Only when all these are confirmed will we be in a position to support the re-engagement of all students in clinical practice.

As many of you will already be aware, placement capacity was already under pressure, prior to CV19, so pushing placements into next year will add to these pressures. Your programme teams will, where appropriate, adopt the principles which we have used in the development of the student contracts to assist in promoting opportunities for placement learning outside of the norm. This will include for instance a placement learning week which includes 1 day of reflection on placement learning to enable you to have the capacity to reflect, monitor and record your learning efficiently. This positive impact on your learning will also help ease placement demand by 20%, and therefore provide 20% ‘spare’ capacity to enable ‘catch-up’ placement opportunities during the coming year.

In addition to these re-planned placement experiences, with the change in government policy, we can now confirm that we will be re-opening the Simulation Suites, in a phased manner to support the following high priority student groups, to be assessed on competency development prior to Sept 2020;

* Final year Paramedic students at Medway
* Final year Physicians Associate students at Medway
* Final Year Child Nursing students at Medway/Canterbury
* MSc Nursing (Adult/Mental Health)
* MSc ACP students

This phased reopening of the Simulation Laboratories at both campus sites, is ONLY for invited students, and this will be overseen by specific staff, and practice assessors.

In order to protect the wider university community, students, assessors and staff must only attend if they are well. Health and Safety Guidance has been used to guide the preparation of all areas, and ‘people’ flow through the estate, and all parties MUST comply with this local guidance. In addition, every member of the university staff will be required to undertake a personal risk assessment process.

These small scale events will act as ‘pilots’ for the coming academic year. More information will be released on the wider details and procedures and plans for returning to campus, through the university website, StaffNet and student portal in the next few weeks.

Please note, that as an individual you remain required to engage with all the government advice in relation to maintaining your own safety and that of the wider community.

**I have reassessment/s work to submit– what happens next?**

At this point, once your Semester 1 marks have been marks ratified, if you have not been successful at your first attempt you will be offered a reassessment opportunity.

It is very important that you engage with your Module Leader for support in your reassessment opportunity. Your Module leader will ensure your reassessment ‘bucket’ is open on our systems asap. Once you are ready to submit your work, this can be uploaded into the Reassessment Bucket for your module/s, at any point up to the re-assessment date (28th May). Once you have resubmitted your assessment, you are then available to undertake employment.

To enable this, you will need to email us to change your status on the HEE questionnaire. Please send message marked 'URGENT' to canterbury-healthadmin@canterbury.ac.uk stating that you have submitted your reassessment, so the university can change your status on the HEE database, so your name can be picked up and given to your chosen NHS employer.

If, during your clinical practice, you fail a module that you submit as part of your Semester 2 work, you can continue in clinical practice.

To provide yourself with sufficient opportunity to reflect, learn and support your success on reassessment, you must make sure that you create sufficient time to undertake the required work. You will have protected learning time, but you may also choose to cease ‘student employment’, submit your reassessment/s, and when successful resume your career on the full professional register.

*Please note; This is your choice, but it is important that you understand the implications of your actions. If you choose to remain in employment, it is unlikely that this can be used in mitigation for any further failed assessment attempt. Most professional programmes require you to be successful in ALL level 5/6 modules to support registration on the Professional Register, so another failure may have career limiting impact.*

**I am a student who is currently studying under the ‘Reassessment with Attendance’ opportunity – will any changes to my Programme impact my return?**

Providing you pass all your reassessments, you will progress into the next year of study in line with the revised academic framework.

If your programme has bought forward any academic work from your next year of study into the current year, you will be provided with an opportunity to undertake this work whilst your fellow students ‘make up’ placement hours from the 19-20 cycle.

Where this is required, your Programme will provide a single one off bespoke timetable opportunity for the work required. You will need to engage with this, in order that you can demonstrate the required outcomes for your programme.

**I am a student who has interrupted – what is the impact on my return in the next academic year?**

If your programme has bought forward any academic work from your next year of study into this year, you will be provided with an opportunity to undertake this work whilst your fellow students ‘make up’ outstanding placement hours from the 19-20 cycle.

Where this is required, your Programme will develop a single one-off bespoke timetable opportunity for all students in this situation to complete the work required. You will need to engage with this, in order that you can demonstrate the required outcomes for your programme.

If you also have outstanding Placement hours, we will support you to meet the threshold hours within the programme expected end date wherever possible, but there maybe a requirement to extend your programme end date due to the impact of CV19 on placement capacity.

**I am a student studying at another university, and am considering an application to transfer into one of the CCCU health professions programme – will this be possible in 20-21?**

We are currently exploring if this is practicable, due to the complexity of programme redesign across the system. More information will follow.

**I want to work in a General Practice setting – what is happening about this?**

HEE have introduced this, and we can confirm it is an option for those students who have indicated a desire to hold student employed status within selected and audited GP placements. KCHFT have kindly offered to be the NHS Employer and will ‘hold’ your student employment contract on behalf of all GP practices.

Once we have confirmation from the GP practice that they are willing to take you, we will be releasing data directly to KCHT HR colleagues to enable you to progress into / continue your placement under the student employment option. A member of the KCHFT HR staff will then be in contact with you directly. As with any student employment option, this may not deliver the opportunities for you to complete all your competencies, and you may require a programme extension if this is the case.

**Who gets to see my OPT IN / OPT OUT data choices and why?**

Your data is seen by the following people within the university, who abide by all expected data management protocols

* Your Programme Director and your personal tutor; This is because there are additional data fields that the university are required to input to for HEE, NMC and the HCPC relating to your student journey, such as Fitness to Practise and reassessment requirements.
* Our administrative team; who are collating, cleansing duplicate entries, and then uploading the dataset onto the HEE portal.
* The Faculty Executive Team receive occasional updates and reports which look at the totality of the dataset. There is no personal or identifying data included in this review, but this monitoring helps us assess workload and any actions that may be required.

Your data is seen by a limited number of HEE personnel, who are working directly to the CV19 project, who abide by expected data management protocols.

If you OPT IN, (and have no fitness to practise issues, and no outstanding reassessment from semester 1);

* Our local HEE colleagues will provide your personal details to your organisation of choice,
* Your data will then be seen by your employer; This is to speed up the recruitment process

and to support their HR department to directly contact you.

If you choose to OPT out, or have OPT’ed In but have fitness to practise issues, or outstanding reassessment from Semester 1 then;

* HEE do not share your personal data with any other party.
* The ‘opt in / opt out’ choices in the dataset are used regional and nationally to identify where workforce deficits may be occurring. Your choices will influence decisions about staff redeployment demands regionally and nationally.

PLEASE NOTE; We have been advised that HEE will be using your data to monitor your experience in ‘student employment’. You will be invited to engage in a survey directly by HEE colleagues, later this week. Your responses will be anonymous. Any feedback received will be available for general review by HEE, and regional stakeholders including your employers, and the university.

**I describe myself as BAME; am I at greater risk by choosing to engage in the ‘student employment’ opportunity being offered?**

The answer to this is unknown, however BAME mortality appears to be disproportionately represented in mortality statistics. We do know that Public Health England and the National Institute for Health Research have identified funding to prioritise research into this area.

The NiHR website indicates that the relationship between CV19 mortality and morbidity, and an individuals background is not yet fully understood but that;

*‘there is emerging evidence of an association between ethnicity and COVID-19 incidence and adverse health outcomes. There are also concerns that healthcare and other key workers who belong to black, Asian and minority ethnic (BAME) groups may be particularly at risk. These issues are of critical importance and urgently need to be addressed but are not straightforward, because there may be multiple factors driving this association (such as genetic, socioeconomic, behavioural, cultural and religious and environmental) and many potential confounding factors including comorbidity.*

*We need research to further our understanding of potential differences in risk for ethnic groups, which groups are at greatest risk of a range of adverse outcomes, and, based on that understanding, what can be done about this to reduce morbidity and mortality’*.

The university approach builds in as many safeguards as possible to protect you from CV19 however ultimately it remains your choice to OPT IN or OPT out of the clinical practice opportunities currently available. If you have OPTEd in, as a professional healthcare student, you must also be mindful of any change to your personal circumstances or your working environment that may place you at increased risk and take appropriate action.

We recognise this uncertainty may provoke additional anxiety – your personal tutors are here to provide you with advice and guidance and can signpost you to additional wellbeing services through the university webpages. If you have any concerns around protecting yourself – please see section ‘**I am concerned about PPE’** later. Remember this is your choice, and if you wish to withdraw, then this is your right.

**I am 1st year UG student - what happens next?**

We regret that, irrespective of the professional focus of your programme, all remaining first year students scheduled placements in clinical practice are cancelled for the remainder of this year.

If you have already completed your clinical placement for this academic year, or your programme provides sufficient placement opportunity in the remaining years of study there will be no change required to your scheduled teaching.

Where the minimum threshold for practice experience cannot be met by planned future clinical practice opportunities, we will redesign your programme to accommodate this in the remaining years of study.

Where placement was scheduled in the remaining part of your first year, the university and your professional bodies are clear that theoretical learning needs to replace this. Due to the current situation, all university students have transferred to remote learning options for the remainder of the year. This means that modules of study planned for next year are being prepared for you now for delivery as remote or online study. This work is fully occupying your programme team and revised university policies will be used to ensure that you progress into your next year of study with no detriment.

Your Programme Director will share these plans for study with you, once these have been agreed.

You can of course, engage in supporting the NHS locally, through volunteering, or engagement through NHS Professionals, in a non-professional role. We recommend any activity outside of your programme is limited to 11.5 hours per week to enable you to continue effectively with your studies.

PLEASE NOTE; The Government has strict guidance in place relating to ‘stay and home’ and essential travel <https://www.gov.uk/guidance/coronavirus-covid-19-uk-transport-and-travel-advice#travelling-in-the-uk> which should be followed currently. At this point this means you will need to stay in your current location, wherever that might be, to prevent the increased risk of CV19 spread.

**I am 1st year Post graduate or a 2nd year Undergraduate student – what choice do I have?**

If you have completed placement for this year, then currently you will have scheduled theory which requires completion until the end of the academic year.

If you have scheduled placement, our NHS partners will be pleased to invite you into clinical placements. The dates for this vary according to professions however to support this, we will be asking you to complete the HEE data collection questionnaire in the next two weeks. This will allow you to indicate your choice to OPT In or OPT Out of clinical practice, and where you would prefer to be placed. **Please see Student Employment Contracts, Protected Learning and General Expectation section**.

**I am a 2nd year student who has moved back home, and this is too far from Kent to enable me to engage in Clinical Practice even if this is available – what do I do?**

If you are studying a programme where you had placement scheduled during the next 4 months, we will be asking you to complete the HEE data collection questionnaire exercise next week. This will allow you to indicate your choice to engage in clinical practice and the data options will support you to choose to a local hospital. The questionnaire will be sent out to all eligible professional group at different point in the next two weeks.

If you chose not to engage in clinical practice, or do not receive contact from your nominated Trust, we will use the revised university procedures to progress you to the next academic year, and we will aim to provide you with additional opportunities to ‘make up’ time to the threshold hours required for registration in the following year. However, we cannot guarantee that this will be possible within the year, so you may need to extend the length of your programme.

PLEASE NOTE; The Government has strict guidance in place relating to ‘stay and home’ and essential travel available at <https://www.gov.uk/guidance/coronavirus-covid-19-uk-transport-and-travel-advice#travelling-in-the-uk> , which should be followed currently. At this point this means if you have already travelled to your home or to alternative accommodation, you are NOT able to return to Kent due to the increased risk of CV19 spread. It also means that if you are currently located in Kent, then you cannot travel to another destination.

**I am a 3rd year student, not yet on placement – what choice do I have?**

All 3rd year students have or will be offered the opportunity to indicate their willingness to OPT IN to clinical placement by completing the HEE questionnaire, which is being sent to different professional groups over the next 2 weeks, by the university.

This applies to all students who have any reassessment of practice in the A17 or S17 group, who will also be invited to complete the HEE questionnaire shortly.

If you OPT In to clinical placement, and are picked up by a local trust, please see section **Student Employment Contracts, Protected Learning and General Expectations;**

Your programme team will provide details of how we will support you shortly. You will be employed but will remain a student of the university,

If you chose not to engage in clinical practice, we will aim to provide you with additional opportunities to ‘make up’ time to the threshold hours required for registration once the crisis is over. This may result in needing to extend the length of your programme.

PLEASE NOTE; The Government has strict guidance in place relating to ‘stay and home’ and essential travel available at <https://www.gov.uk/guidance/coronavirus-covid-19-uk-transport-and-travel-advice#travelling-in-the-uk> which should be followed currently. At this point this means if you have not already travelled to your home or to alternative accommodation, you are NOT able to do so due to the increased risk of CV19 spread. It also means that if you are currently located in Kent, then you cannot travel to another destination.

**I am a 3rd year student who has moved back home, and this is too far from Kent to enable me to complete my required hours for practice competence – what do I do?**

If you are living away from away from Kent, and have indicated a choice to OPT IN in your new locality, you should be picked up and contacted by a local Trusts who will provide you with the opportunity to engage in a local employment / extended placement.

If you are offered an extended placement in another locality, please let us know as soon as possible, as we need to make contact with this new employer to request assurance about your learning environment so we can ensure that this will contribute to your placement learning hours. Please keep us updated on your location through the normal channels. Please see the **Student Employment Contracts, Protected Learning and General Expectations section** *and use this as a guide for your local contract*.

Although you are away from us in distance, we commit to providing you with similar levels of online and remote support from your programme team and personal academic tutor. This maybe through phone or video conferencing to help you make sense of your experiences during this crisis. Information on this will follow directly from your programme team.

If a local employment/ extended placement option is not available for you , or you chose to OPT out, when this crisis is over you will need to complete sufficient placement to assure that the university is in a position to sign you off as fit to register in the future. This may result in the extension of your programme.

PLEASE NOTE; The Government has strict guidance in place relating to ‘stay and home’ and essential travel available at <https://www.gov.uk/guidance/coronavirus-covid-19-uk-transport-and-travel-advice#travelling-in-the-uk> which should be followed currently. At this point this means if you have have already travelled to your home or to alternative accommodation, you are NOT able to return to Kent, due to the increased risk of CV19 spread. It also means that if you are currently located in Kent, then you cannot travel to another destination.

**I am a 3rd year Nursing student already on clinical practice – what does this mean for me?**

If you have indicated a choice to OPT IN, you can continue in clinical practice and will shortly receive contact from a local Trust representative to progress you from ‘student’ to ‘student employee status’. Please see the **Student Employment Contracts, Protected Learning and General Expectations section.** This will trigger a change in your placement to ‘extended placement’ designation, regardless of its duration

Your programme team will provide more details of how we will support you shortly. All normal placement and programme reporting mechanisms will remain in place and must be used. We understand you will receive Band 4 pay whilst on extended placement.

However, you may choose to discontinue clinical practice until you are in receipt of your contract. Please notify your placement, the PLU and your Programme Director.

If you have remained in clinical practice prior to your contract being issued, our understanding is that you will receive back pay for this period. We have escalated this to the HEE national team, to find out how this will be done.

**I am a 3rd year student who has completed all my course requirement and I live or want to live away from the university.**

You must to complete the HEE questionnaire which is coming out to different professional groups over the next week and indicate your choice. If you chose to OPT IN, you will be given locations choices and can indicate where you wish to be a student employee. Nurses or Midwives in this situation will go into ‘extended placement’, AHP’s remain tbc.

You will need to keep in contact with the university, to enable all final registration checks to be completed, including the verification of total hours/weeks in your programme.

PLEASE NOTE; The Government has strict guidance in place relating to ‘stay and home’ and essential travel <https://www.gov.uk/guidance/coronavirus-covid-19-uk-transport-and-travel-advice#travelling-in-the-uk> which should be followed currently. At this point this means if you have not already travelled to your home or to alternative accommodation, you are unable to do so due to the increased risk of CV19 spread.

**I am a 3rd year student who is scheduled to engage in placement in April / May – what does this mean to me?**

If you have indicated a choice to OPT IN, and your choice is picked up by your designated NHS Trust, you will be able to commence your clinical practice. This will be supported by direct contact with you from a local Trust representative to progress you from ‘student’ to ‘student employee status’.

Please see the **Student Employment Contracts, Protected Learning and General Expectations section**

Your programme team will provide details of how we will support you shortly. All normal placement and programme reporting mechanisms will remain in place and must be used.

**I am a final year Paramedic Student – what is happening to my placement**

In late April students who hold a C1 Driving License were offered the opportunity to take a direct employment option with SECAM. The email made it clear to you that THIS IS OUTSIDE OF YOUR PROGRAMME. It is highly unlikely that this work can be considered as part of your placement hours.

We have had 5 meetings with SECAM colleagues and are working hard to share information about how students can be utilized. Alongside this we have been negotiating with other stakeholders to find alternatives to ambulance service placements, which will enable you to meet the programme requirements, complete your programme and register.

We can now share that there will be a number of opportunities. We will prioritizing final year students who have not completed their competencies or placement hours requirements. These placements will be in;

* East Kent in our Urgent treatment Centre’s and ART,
* West Kent in Minor Injury Units’ and Rapid response Teams.
* There may also be some limited opportunities in some Trust critical and acute care services – TBC.

The number of places available will be confirmed shortly and your Programme Team will share the locations, to enable you alter your HEE OPT IN DATA should you choose to, and to be employed where this is practicable for your individual circumstances.

We are also working directly with SECAM to arrange access to the SIM-bulance, to enable final competencies to be assessed.

We will be opening of university facilities at the Medway Campus, specifically for this purpose. The arrangements are being considered currently by a wider strategic group within the university, to ensure your safety is maintained.

**I am a second year Paramedic student – what is happening to my placement?**

If opportunities remain after the final years are placed (as above), we will seek to put you forward for these opportunities. Therefore, your programme team will also be requesting that your data is updated to reflect these additional choices. .

**My programme schedule indicates I have holiday during the August period – what happens to this?**

If you have made the choice to OPT OUT of clinical practice, then currently this will remain holiday.

If you have made the choice to OPT IN and hold ‘student employee status’, or are on the Temporary Register at that point, then we anticipate you will have the choice to take holiday at the discretion of your employing organisation, if you remain in employment at that stage. We do ask that you ensure that you are available to recommence study, resigning from your fixed term post if required.

**My programme has an alternative placement option in the plan for this year, or next year – will this be possible?**

The placement situation remains extremely dynamic at this point, and this is likely to continues for the next 12 months. This year’s alternative placements have already been cancelled, and at this point we are not planning to support any alternative placements in the next academic year.

**Can I ‘resign’ from student employment/ the extended placement after it has commenced?**

It is your choice to undertake this work, but you will hold employed status. You will need to resign from your employing organisation and copy this letter to your Programme Director. It is important that you check the Terms and Conditions of the contract, which will provide details of the resignation period, but currently employees who have worked between 1month and 2 years are required to give 1 weeks notice.

We will support you to continue studies in the new academic year if this is required. This may require an extension to study.

**Can I change my mind and OPT IN to engage in Clinical Practice, after I Opt’ed out?**

Yes – contact your Programme Director who will put you in touch with our Professional Administration Team, who will update HEE. Your nominated employer should then contact you, although you may be referred to another Trust where there is greater need. It remains your choice to take up the alternative offer.

**I normally have reasonable adjustments when I am in Clinical Practice – what will these changes mean to me?**

If you require reasonable adjustments within the placement setting, the emergency circumstance may impact on the organisations ability to meet your needs. If this is the case and this presents a safety risk for you, the patients or the organisation, the Trust may discontinue your employment/ extended placement.

You may also choose to initially OPT out of placement if the required support can no longer be guaranteed in this crisis, or you may consider discontinuing your extended placement, if you do not receive the support required. As you will be an employed student, you will need to resign from the Trust. Please send a copy of your resignation letter to the Programme Director who will support you to continue studies in the new academic year if this is required.

**I have health issues which might make me vulnerable in the current crisis – what do I do?**

If you have an underlying condition that places you in a vulnerable category you MUST NOT attend placement. This is your personal and professional responsibility. Such conditions are identified by the following Public Health England guidance <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

In line with normal procedures, if you have a chronic or known health issue, YOU have a professional responsibility to ensure that this does not preclude you from going into placement at this time. Please advise your Programme Director who will arrange an Occupational Health assessment for you, specifically requesting advice to help understand if it is appropriate for you to work in an environment where they are CV19 positive patients. Following this we will discuss the outcome with you to ensure you are making a fully informed choice to go into placement, however students categorised as ‘high risk’ will not be supported to attend placement.

In line with normal procedures, if your health status changes during your student employment/extended placement then YOU need to inform the university and your employer.

You must declare any health issues to your employing organisation, who may also take a view not to proceed with employment if they determine that the risk is too great.

**I am a 3rd year AHP student and I have completed my competencies and all assessments – can I go straight onto the register?**

Currently you will go straight onto the Temporary Register.

Your achievements and final award will be ratified by an Examination Board, and we will then provide data to the HCPC to support your application for full registration status. You will still need to complete this process and make the appropriate payment.

**I am a 3rd year AHP student and have completed all my competencies – what happens to me?**

The HCPC guidance indicates that your information will automatically uploaded to the Temporary Register, where you will be given a choice to OPT In or OPT Out of employment as a temporary Registrant.

When you have completed all you

You will move from ‘student employee’ status to ‘Employee’, and the university will assist your transition onto the full register at a time to be determined in the future.

**I am a 3rd year nursing or midwifery student and will have completed my competencies and all assessment – can I go straight onto the register?**

EU legislation has been revised, and it now requires Nursing and Midwifery programme to be delivered over three academic years, not calendar years.

As a result we are looking to accelerate your achievements through Examinations Boards to support you into employment at the earliest opportunity.

We have indicated this to local employers, who may be in a position to progress you onto Band 5 employment contracts earlier than planned. There are however no guarantees this will occur

**I am a 3rd year student who has chosen to OPT IN– can I have accommodation?**

We are pleased to share with you that once you become a student employee, you will have access to the same accommodation options as other NHS staff, through the National Accommodation initiative. This supports NHS employees to have accommodation in local hotels etc. where they are unable to return home as it puts vulnerable others at risk, in their home environment. Such requests should be made directly through your employer, ideally at the point of contact, as this is available to all students who find them selves in this situation, across the county.

**I have OPTED In but remain concerned about the PPE situation – what should I do ?**

In our discussions with organisations across Kent and Medway, there was a shared understanding that you, as a student employee have exactly the same rights to PPE training and access to PPE that is appropriate to your context of work, as any other member of staff.

If this is not your experience you must escalate this immediately, to your immediate line manager and to the university so we can advocate on your behalf. We recognise, that in some cultures, this may feel particularly difficult but you have a professional duty to do this. If you would like support, then please approach any member of the university staff and show them this guidance, and they will make contact on your behalf with your programme team, or the Practice Learning Unit. If you are unable to contact a member of the university, find out who your organisations ‘Freedom to Speak Out’ guardian is, and they will support you.

However, it is very important that your own expectations of PPE match the national guidance, which varies according to the individual environment of care; ie what is correct in one area may be completely inappropriate in another, and to request a level of PPE when this is not required is neither appropriate nor an effective use of this valuable resource.

The latest national guidance is presented here, and you should see this reflected in ward level guidance; <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>

HEE has also just released some excellent learning resources to support your transition into clinical practice which you can access here; <https://portal.e-lfh.org.uk/Catalogue/Index?HierarchyId=0_45016_45612_45733&programmeId=45016>

**I want to support the NHS during this crisis – how can I help if I cannot go into clinical placements or my placements are delayed?**

We are redesigning your programmes and anticipate you will be engaging remotely in full time study to allow an increase in placement in the following year.

If you have OPTed In, but have outstanding reassessment, we are bringing forward your reassessment opportunity, to enable you to complete this and progress into employment.

If you wish to support others during time when you are not studying, you should explore public volunteering opportunities. You may also be able to sign up for NHS non-professional roles via the NHS Professionals website which can be undertaken outside of your study time.

We would recommend that you do not undertake more than 11.5 hours of such activity each week, in order to maintain your own health and wellbeing. Our local community services are particularly keen to hear from you.

**What will be the impact if I chose to OPT IN to the student employee/Extended Placement during the crisis?**

Any student who makes the choice to continue / commence clinical practice must work only to their individual level of competence. However, we recommend that students take every opportunity to accelerate applied learning and additional competence acquisition, keeping a written record of these as evidence wherever possible to support a final practice competence assessment at the end of the placement, if required.

For Nursing and Midwifery student, the student employment / Extended Placement should provide opportunity for you to complete and evidence all practice competencies required for the university to sign off future entry to the register, but this cannot be guaranteed. The process of final assessment of practice competence will continue but your Practice Supervisor and Practice Assessor can be a single person under the NMC Emergency Standards. Your programme will provide details of how the process of competence assessment may change during these exceptional times.

For AHP students, the student employment option should enable you to gain valuable experience and understanding of the NHS in your own area, but we also believe you will be offered opportunities to develop general and specialist competence in other locations.

For all students, if your time as a student employee has not provided the opportunities for you to sign off your competencies, then when the crisis is over, the university will support students to gain additional experience over and above that already completed, so they have the opportunity to register as appropriate. This may result in an extension to you programme.

**What does this mean to me if I have to extend my programme and I have to return to university study in the next year?**

If you have not received sufficient opportunities for clinical sign off, then when the crisis is over, the university will support students to gain additional experience over and above that already completed, so they have the opportunity to register as appropriate. This will require individual negotiation.

The main university student pages have guidance on Finance, and the Student loans Company also have guidance on their page now which indicates extension to study will be supported if required. Please see <https://www.gov.uk/guidance/guidance-for-current-students>

**I am a RETURN TO PRACTICE STUDENTS, what does this mean to me?**

If you are a student studying with the university on this programme, your return to practice needs to be facilitated individually. All the NMC information regarding the available options on posted on your Programme Blackboard.

If you meet the NMC criteria, your Programme Director will support you to ensure you understand the implications if you OPT In, which will be directly onto the NMC Temporary Register.

We have complied all data asked for on behalf of NMC and HEE, and local Trusts will be in contact with you when this has been uploaded and processed by HEE.

**I am a final year PHYSICIANS ASSOCIATE Student – what does this mean for me?**

As a result of highlighting your predicament, HEE has approved two nationally agreed role descriptors and we are sending a proposal to the NHS Trusts today. All current students could ‘fit’ into the Physicians Associate Support Student (PASS) Role descriptor, should they wish to OPT in to clinical practice.

The university has met with all Acute Trust to explore if this is possible – two of the four Trusts have confirmed this and are willing to employ you in the PASS role, remunerated at band 4. Your contract will be

* Delivering the clinical aspect of the role to be delivered over 4 days (paid at Band 4),
* 1 day protected learning (reflecting the continuation of SLC funding) to enable the programme team to support you in practice and assist in all aspects of programme completion, in order that you can complete your programme.

The FPA has introduced increased flexibility in defined specialty hours, and the reduction in total hours threshold to 1400hr, in response to the CV19 crisis. However, these changes, and your employment does not guarantee you will achieve all the competencies required to complete the programme. This may mean that the duration of your programme has to be extended to enable these to be achieved.

In addition to this, KCHFT have agreed to act as ‘student employment contract hosts’ to enable those who can not gain employment in acute hospitals, to obtain employment in GP’s and possibly Minor Injury Units.

You will shortly be invited to complete the HEE survey to indicate your preferences, which we recommend are limited to your most recent GP Placement location. Your nominated Trust or KCHFT will be in contact with you to take this forward, with a fixed term contract in due course.

**How will I know when things change or are updated?**

We commit to reviewing and updating these questions every other day at a minimum, and more frequently if required. We will ‘date and time’ the updates.

**How can I get general information about the changes to student experience at the university**

Pleasevisit the university web pages daily to check for updates.

**How can I ask additional questions specific to my health programme?**

To ensure email traffic is minimised, we ask that all students use their student representative to collate questions in a single daily email to the Programme Director. Your Programme Director will respond to programme specific questions directly. Where the answer to a question is unclear, this will be discussed with the Head of School or Faculty Executive Team who will provide a response by updating these FAQ’s.

You can also send questions to CCSU if you prefer.

We would like to thank you, our students, for your patience.

**Your Programme Teams**

We also wish to acknowledge how grateful we are to have such knowledgeable, skilled and dedicated academic and professional support staff who have risen to the challenge magnificently over the last few weeks, and will continue to learn alongside students in this new online environment.

Please stay safe.

Debra Towse, PVC and Dean on behalf of the Executive Team of the Faculty of Medicine, Health and Social Care

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