

UPDATED 3 APRIL 2020

## FREQUENTLY ASKED QUESTIONS

The College took the decision to suspend all face-to-face classes from 4pm on Monday 16 March. Our campuses will be closed for the foreseeable future until it is safe to reopen. The College will remain in regular contact with all staff during this period to provide updates on the evolving situation and on when campuses will be reopening.



For the future you want

**Please note our campuses will not reopen on Monday 20 April.**

The most important thing for us at this time is to make sure that provisions are in place to support all staff to work, and all students to study, from home, where possible.

It is vital during any period of campus closures, or reduced class contact, that staff and their teams maintain good contact to ensure positive mental health and to support the continued daily business of the College.

The College will continue to communicate with all staff throughout this period and will provide support and guidance to everyone. We are in unprecedented times and it's important we all work together to support and care for each other and our students.

### What will happen during the Easter Holidays?

Teaching staff will be on holiday from Monday 6 - Friday 17 April. Support staff are still working to support students and partners during the Easter Holidays.

The whole College will be taking a break over the Easter Weekend from Friday 10 - Monday 13 April and will be closed.

### How can I protect myself and others against COVID-19?

On Monday 23 March, the Government announced new measures, effective immediately, in order to reduce the transmission of coronavirus (COVID-19).

The measures introduced:

- Require people to stay at home, except for very limited purposes
- Have closed non-essential shops and community spaces
- Will stop all gatherings of more than two people in public

This will initially last for three weeks, after that the Government will look again at these measures and relax them if the evidence shows this is possible.

In times like these, it is important that we all do our bit for to protect ourselves and others so please take this very seriously and adhere to the below instructions.

## **Staying at home**

You should only leave the house for one of four reasons:

- Shopping for basic necessities
- One form of exercise a day
- Any medical need, or to provide care or to help a vulnerable person
- Travelling to and from work, but only where this absolutely cannot be done from home.

Please also continue to follow [NHS Scotland's advice](#) on using good hand, respiratory and personal hygiene. Coughing and sneezing should be into tissues that are promptly disposed down the toilet. Hands should be washed with soap and water or using an alcohol hand rub even if hands are visibly clean.

### **How long will face-to-face classes be suspended for?**

The length of this closure will be reviewed regularly in line with the latest guidance provided by the Government. The College will continue to communicate directly with all staff throughout the campus closures via email and digital channels.

### **How do I log in to work from home?**

Please see the guidance available on the College website which contains all of the information you need to access College systems while you are working from home.

### **I am having problems with accessing College systems at home, what should I do?**

If you are having any issues with remote working, please email [itrequest@edinburghcollege.ac.uk](mailto:itrequest@edinburghcollege.ac.uk) and a ticket will be logged with the IT team. You can email this address from any email if you're having problems – it doesn't need to be sent from your work email. Please also email [itrequest@edinburghcollege.ac.uk](mailto:itrequest@edinburghcollege.ac.uk) with any feedback on remote working to help the team identify and rectify any problems we're facing.

### **There are some parts of my role which can't be done at home, what should I do?**

We fully appreciate that some staff may not be able to complete parts of their role from home, you should speak to your line manager to identify key priorities and tasks which can be undertaken remotely during this period. The key priority for all staff is to continue to support students and each other as much as we can during this time.

### **I'm a member of teaching staff and I'm not confident in using Moodle, what should I do?**

The Learning, Teaching and Resources team have been working hard to produce helpful guides for staff on using Moodle to deliver teaching. These guides are available on the Moodle homepage. Information on how to access Moodle is available on the College website.

### **Can I access the communications which have been sent to students during this time?**

Yes. All email correspondence from the College to students during the campus closure period is available on the staff intranet Coronavirus page.

### **What will happen with exams and resulting?**

The Scottish Government has announced that this year's SQA exams won't take place. We don't know yet how results will be decided. Senior Management are in constant contact with the Scottish Government and our examining bodies and we will keep in touch with you when anything develops. Please reassure your students

Update from Friday 3 April: Please read the [latest update from the SQA](#), as well as this [Guidance for learners, parents and carers](#).

### **I have childcare responsibilities while working from home, what should I do?**

With schools closing to certain pupils on Friday (20 March), we appreciate that some staff may be required to care for children or other relatives during the temporary closure period, which may impact on your capacity to work remotely and is completely understandable. If you are worried about this speak to your line manager.

### **What do I need to do if my class has assessments and exams scheduled?**

The Scottish Government has announced that this year's SQA Exam diet will not take place. A final decision is yet to be made on how student certification will be established. The College will continue to work with the Scottish Government and the SQA on this and will communicate information with staff and students as it develops.

### **I have been contacted by a student who is struggling with their mental health because of this situation, what can I do to help?**

Please continue to reassure all students that the College will make sure students are supported during this time and that no current or prospective student will be disadvantaged in any way. Please also direct the student to our support services which are available on our website.

### **What do I do if I'm unwell while working from home?**

If you are not well enough to work from home during this period, you should follow usual sickness absence reporting guidelines and tell your line manager. You no longer need to log 'self-isolation' on iTrent. Please keep in touch with your line manager during any sickness absence period.

### **Will I be able to access iTrent while working from home?**

You can access iTrent through a web browser using: <https://ess.edinburghcollege.ac.uk>. This link doesn't work on tablets or mobiles, if you can't access it please email [hrenquiries@edinburghcollege.ac.uk](mailto:hrenquiries@edinburghcollege.ac.uk).

### **What happens to any planned annual leave during this period?**

All curriculum staff will commence annual leave for the Easter Holidays from Monday 6 April 2020 until Monday 20 April 2020 as planned.

Where support staff have approved and scheduled annual leave during this period, those dates will stand and it will be acknowledged that you are not contactable during this time. No work will be expected of you during periods of annual leave. Please remember to put your out of office on.

Support staff should arrange to use annual leave as normal during the working from home period if they wish to take it.

### **How do I continue submitting claims to payroll?**

Please send any claim forms to payroll on [payroll@edinburghcollege.ac.uk](mailto:payroll@edinburghcollege.ac.uk) by the 3rd of each month. Submit mileage and expense claims through iTrent by the 10th of each month. Contact Payroll for any queries you have on your pay on [payroll@edinburghcollege.ac.uk](mailto:payroll@edinburghcollege.ac.uk).

### **I'm worried about how the current situation might affect my mental health and wellbeing, what can I do?**

Please be assured that the College is here to support you and will be providing weekly guidance and advice on how to keep yourself physically and mentally healthy, as well as how we can work together to support our colleagues. We want to do all that we can to keep colleagues' spirits up and will be encouraging all staff to submit their working from home stories and anecdotes to the Communications team. If you have any ideas please email [communications@edinburghcollege.ac.uk](mailto:communications@edinburghcollege.ac.uk).

If you are experiencing increased anxiety as a result of the COVID-19 situation you may wish to contact our Employee Assistance Programme, PAM Assist. Please call 0800 882 4102 to access free and confidential support. This service is also available online [www.pamassist.co.uk](http://www.pamassist.co.uk). The website log in details are as follows: Username: edinburghcollege and Password: edinburghcollege1

There are also handy online resources available on looking after your health and wellbeing during this time:

<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-stay-at-home-advice>

## **ABOUT THE VIRUS**

### **What are the symptoms?**

The most common symptoms of COVID-19 are recent onset of:

- A new continuous cough and/or
- A high temperature or fever

### **What should I do if I think I may have the virus?**

If you have any of the above symptoms, however mild, you should follow the current [Government guidance](#).

### **How do I keep up-to-date with the latest information on COVID-19?**

The College will continue to provide up-to-date information on its website. However, this is a quickly evolving situation so please also keep yourself as informed as possible by checking

the latest information from [the NHS](#), as well as emails, the staff intranet and the [College's](#) social media channels.

### **Contact the Coronavirus (COVID-19) helpline**

If you do not have symptoms and are looking for general information, a free helpline has been set up on 0800 028 2816.

The helpline is open:

Monday to Friday, 8.00am to 10.00pm  
Saturday and Sunday, 9.00am to 5.00pm

***Please note: This is an evolving situation and the above advice may be subject to change.***

***Updated at 14:30 on Friday 3 April 2020.***