



CORONAVIRUS: LATEST GUIDANCE

FREQUENTLY ASKED QUESTIONS

CATS Colleges UK

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Travel, Boarding and Wellbeing

When are campuses opening?

The school campuses are closed until further notice in line with UK Government advice. In light of continuing global travel restrictions and to minimise any further disruption to students' studies, we have decided to move all tuition and support online for the whole of the summer term, starting 20 April 2020.

Can my child remain in boarding accommodation during the summer term if they can't return home safely?

We know that for some students, it has not been possible to return home. We continue to recommend that students make arrangements to return home as soon as it is safe and possible to do so. Please keep your College updated with your travel plans.

All students have now been transferred to CATS Cambridge where we will continue to provide the same high standard of care. Summer Term fees for accommodation will apply.

If my child remains in boarding accommodation, will they be catered for?

We will continue to provide full catering to those students on a catered package and this will be delivered in Elizabeth House in Cambridge as usual.

What happens if my child gets sick in your care?

We have discussed the possible symptoms with all students and staff. Members of the boarding team are on duty 24 hours a day and ready to offer advice and instruction if anyone develops symptoms. Our medical teams are also on-site offering medical advice and assistance should students feel unwell.

Our advice currently is to ask any student or staff member who develops the symptoms of a continuous new cough and/or a high fever to self-isolate for seven days.

Can my child stay in the UK away from college?

Yes, students are able to stay in the UK with a guardian. Normal exeat rules apply.

Will you be charging the normal rate for boarding accommodation over Easter?

Yes. Please find details of fees on our website.

What will happen to my child's belongings left in their room?

We have a range of options available for those who left belongings in their room upon their departure from school. These will be dependent upon what stage students are at with their studies.

Returning / Deferring students – We will pack up and store your belongings onsite. The boxes will be placed in the room allocated to you when you return in September.

Completing students (returning to UK) – We will pack up your belongings into boxes for collection. We are working with our partner, Love Space (www.lovespace.co.uk) who will arrange for packed boxes to be collected and placed into storage. They can deliver onwards to any UK location for those looking to progress to a UK university. You must provide us with two weeks' notice of any planned collection date and time so your items can be packed, and we can confirm the number of boxes and pick up location for Love Space to collect the boxes from.

Completing students (leaving UK) – We will pack up your belongings into boxes for collection. Should you wish to have any boxes couriered to your home address you will need to arrange for a courier to make this collection from the campus. You must provide us with two weeks' notice of the collection date and time so your items can be packed, and we can confirm the number of boxes and location where you should direct your courier to.

All students - If you wish for us to dispose of any personal items left in your room then please let us know. With your permission we will be donating items where appropriate to local charities within our school communities to support those facing hardship as a result of the pandemic.

Fees for packing and storage

Packing only for collection - £50 for up to three boxes (£15 for each additional box)

Packing and onsite secure storage - £100 for up to three boxes (£20 for each additional box)

Please contact the student services team at your child's college to arrange the packing of belongings.

Academic

How will my child's studies be affected?

It is one of our main priorities to ensure that all students complete their studies and either progress to the following year of studies or move onto their next institution of education, regardless of the external situation.

From 20 April we will begin online learning for the whole of the Summer Term. We have adapted our timetable to accommodate students' learning needs and the same high levels of teaching and support remain central to our delivery. It is important that your child engages as fully as possible with the online provision, as this will be fundamental to ensure that they are prepared for the next step in their academic career.

What will happen about exams?

All national exams in May and June have been cancelled including **GCSEs and A levels**. The Department for Education today confirmed that examination boards will work with teachers to provide grades to affected students, ensuring they can progress to university in the Autumn.

Universities will be basing their admission decisions on the judgements of teachers. Your grades have not yet been submitted to universities. You will need to continue to participate fully in the teaching and assessments that we are providing to enable us to determine the grades that will be submitted. If you do not participate fully, we will be unable to submit grades.

For UFP students, arrangements are being made for your assessments to continue online through your lessons.

The International Baccalaureate Board are putting their own plans in place so that IB students can still gain their score too.

What about my child's attendance record?

Students will need to complete their online classes to be awarded attendance.

What will happen in regard to university applications?

Our Higher Education Officers (HEOs) will continue to support all students. It is in the best interest of the students that this advice continues to come from our impartial HEOs who will continue to be in regular contact with academic colleagues in the schools so that they will be giving the most appropriate advice. We are using our excellent links with all universities to ensure our students receive the most up to date advice on how British universities are likely to respond.

What happens with students on A2 and UFP if they choose to defer?

Students may be able to delay taking examinations for a year, and we will support students to defer if this is what they choose to do. We are expecting UKVI to publish further guidance about students' visas. However, in most cases, there will be no issue applying for a new visa if necessary. We expect UKVI to be flexible due to the exceptional circumstances, even for students who are close to the 2-year limit.

What will happen with summer term 2 at CATS Canterbury?

CATS Canterbury remains closed until further notice in line with UK Government advice. We will continue with online delivery and assessment into this term for those students who started in January.

Admissions and Visas

What about my child's visa?

UKVI have confirmed that there will be no impact on visas as long as students continue to engage with their studies. This means that students need to participate fully in the teaching and assessments provided in order for us to continue our Tier 4 sponsorship during this period.

Can my child defer their studies until later?

Yes, you may defer your studies until September 2020 or beyond. We will transfer any fees paid to subsequent intakes. In these cases, the college will need to withdraw sponsorship of any Tier 4 students now and the current visa will be curtailed. We will support you if a new visa application is required.

Will I get a refund for the weeks of lessons I missed at the end of the Spring term?

We will not be offering any partial refunds for any weeks at the end of term where students were able to leave the UK early for the Easter break. Remote material and lessons have been provided.

Will I get a refund for the summer term?

As a result of moving to online delivery, any boarding fees charged to your account for the summer term will be credited. For students that remain in our accommodation, Summer Term fees for accommodation will apply.

Students who will be continuing their studies with us from September 2020 will have any credit used against fees for the next academic year. Students who are due to finish their studies this year will have their refund processed, along with their deposit, at the end of the academic year as standard. Further communication in relation to fees and payment will follow from our finance team.

Why do I have to pay full tuition fees for online delivery?

Our teachers are continuing to teach the curriculum, planned content and support students towards their end of year assessments, just in a different way and as such our costs remain the same for providing that teaching. Our approach currently is a mixture of group teaching, usually in a lecture style, personal or small group tutorials and some independent learning. These mirror what happens naturally in lessons on a daily basis. For instance, a teacher walking around the classroom will discover a student struggling and offer help. Help is being given by email, by a call from the teacher, or by the teacher arranging an ad-hoc small group session for a group with similar problems. Our teachers will continue to feedback via the academic reports and will be required to provide detailed evidence to support any remote assessments for their final grading.

If I have paid the Summer Term fees already and decide to defer my child's studies until September, can we defer the tuition and accommodation fees to the Autumn Term?

Yes. If you choose to defer, the Summer Term fees will be transferrable to the Autumn Term fees if your child returns to study with us in September.

If my child defers until September, they will need to apply for a new visa. How can we do this?

Help will be given on a case-by-case basis. The staff in College will provide support and documentation as required. College staff will be in contact to discuss CAS requirements.