



#WECARE

PLANNING FOR A SAFE SEPTEMBER

From home to campus
with you every step
of the way



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DEAR PARENTS

At CATS Colleges, our mission is to provide educational excellence so that every student progresses to their chosen college, university or the workplace.

Our biggest priority between now and September is the health and wellbeing of our students. We want our students to feel safe and confident about learning and living on our campuses.

As such, we remain committed to our pledge which incorporates a variety of measures to ensure that our school communities are safe. From a heightened cleaning regime, PPE equipment, social distancing and increasing welfare support, to blended learning and regular health checks.

For further details please visit our dedicated student and parent hub: www.catscolleges.com

Dr Craig Wilson
Executive Principal



OUR PLEDGE

To protect our school communities

We are committed to providing the best possible care so that our school communities feel safe and confident about living and learning on our campuses.

YOUR HEALTH

We will provide outstanding care and support throughout your stay

- Our on-site medical staff will monitor the health and wellbeing of our college community. They have long-established relationships with local doctors and healthcare advisers, which are based at medical practices within a short distance of each campus.
- We will take daily temperature checks, using infrared technology, of students and staff.
- We will provide care kits to every student, which will include facemasks, anti-bacterial wipes and hand sanitiser gel. Hand sanitiser gel will be freely available around the campus.
- We are planning to test any student displaying COVID-19 symptoms. If they are positive, they will be placed in supervised isolation. The on-site medical staff will prescribe relevant care and consult with the school doctor when necessary.
- We will provide bi-weekly asymptomatic testing for all students and staff
- The UK Government has made the decision to offer overseas visitors the COVID-19 vaccination without charge. This means that all international students over the age of 18 will be entitled to the vaccination once available. Students will need to register with a local GP practice once they arrive in the UK.

YOUR SUCCESS

We will provide an outstanding learning experience

- If quarantine measures are in place on arrival, we will isolate students safely on campus. Your induction will start online before face-to-face classes and activities begin, giving you the opportunity to make new friends and learn about the college.
- If students display symptoms of COVID-19, we will isolate you safely on campus.



YOUR ARRIVAL

We will provide a safe transfer from the airport to our secure campuses

- We will meet and greet you at the airport. Our drivers will have received COVID-19 health and safety training. All vehicles will be sanitized prior to collecting you.
- Students will need to be tested before arriving in the UK
- We have revised our deferral and cancellation policy to allow our students greater flexibility, so they can book with confidence. Our policy means that booking with us is risk-free and provides students with the option to defer to January 2022.



YOUR SCHOOL

We will ensure you study and stay in a safe, clean and protected campus

- To continue to aid social distancing we will maintain one way systems, classroom seating adjustments and staggered timetables.
- We will carry out increased cleaning in communal areas during the day.
- We will have a stock of essential personal items for sale on campus to help any students that happen to run out.
- In the event of any lockdown measures being implemented we will restrict exerts until such time as it is safe for students to leave and return to the campus freely.
- Christmas at CATS Colleges! Students will be given the option to stay with us over the Christmas holiday and experience a traditional British Christmas. From Christmas dinner to a New Year's event and a range of festive activities, students will experience a magical Christmas at CATS.



#WECARE

www.catscolleges.com

FREQUENTLY ASKED QUESTIONS

We want to respond to the most frequently asked questions with the information that reflects the situation as it stands at present on 25 May 2021.

ARRIVAL

What will happen when students arrive at the airport?

As long as students have provided flight information well in advance of their arrival, we will have a team member waiting for students in the airport arrivals hall. The team member will have a sign so students can identify them. They will, adhering to social distancing, help students with bags and escort them to their private transfer, directly to the school.

Can parents or guardians accompany students?

Although we are restricting access to visitors, parents are able to come on site if they are able to let us know in advance and provide evidence of a negative COVID-19 test within hours of arrival.

Visitors, including parents, will not be permitted into the Boarding Houses. We will take care of all visitors in a dedicated area at the school, with refreshments on offer, while the student in their care settles into their new home before confirming their wellbeing prior to their departure.

Can a friend collect students from the airport and come into campus?

Students can be collected by a friend or family member, but they will need to follow the visitor policy.

How will students be greeted on campus?

Students will be welcomed by a member of the team who will introduce them to our medical team who will take their temperature and review their medical questionnaire, which will need to be completed in advance of arrival. If students are with parents there will be time to say farewell before students given a tour of their new home with us. We will then make sure students call parents to let them know they are settled.

Will students be required to quarantine?

Students may be required to observe a quarantine period if such measures are in place at the time of their arrival and adhere to government advice regarding pre and post-arrival testing. We encourage students to check UK Government website for the latest guidance: <https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england>. Students from a red list country should contact the College for advice on the possibility of self-isolation on campus.

September start dates for quarantining students

Classes start on Monday 6th September. The boarding houses will be open on arrival weekend from 4pm on Friday 3rd September to welcome arriving students. We would recommend new students plan to arrive in the college residence over the course of the weekend of Saturday 4th and Sunday 5th September so they are settled ready for the college induction programme to start from Monday 6th September.

Students that are unable to arrive by the 5th September should contact admissions@catseducation.com for advice and support.

Can students quarantine off campus before they start their face to face term-time studies?

Students are welcome to quarantine in the UK for 10 days off campus prior to the start of term. Details will need to be provided in advance and daily temperature checks or testing will be required upon their arrival in College.

HEALTH, SAFETY & WELLBEING

Will students and staff be required to wear masks?

We do not anticipate mask wearing to be mandatory in all areas of the school, however there may be areas where social distancing is not as easily achieved where masks will need to be worn.

Are masks available to buy in the UK?

Yes, these are readily available online for delivery within the UK through a range of shopping websites.

What healthcare provision is on campus?

We will provide outstanding care and support during a student's stay. There are on-site medical staff at every campus with responsibility for monitoring the health and wellbeing of our College community. They have long-established relationships with local doctors and healthcare advisers, who are based at medical clinics within a short distance of each campus. Here are the specific details about the medical provision at each of our campuses:

Cambridge

The Red House Clinic is a short walk from the Campus. All eligible students are registered with the clinic during their induction. The College Nurses and the boarding team have developed very close working relationships with the Doctors at the clinic. We receive regular contact and updates from the clinic. The Red House clinic also uses an online symptom checker app which gives our staff and students direct access to medical advice. In addition, the College also benefits from having one of the Cambridge City Emergency Medical Centres located directly behind the campus should students require urgent attention.

Canterbury

Our school Matron (Boarding House Nurse) has an excellent, well-established relationship with our school Doctor at the local General Practice Clinic, New Dover Road Surgery, located a 5-minute walk from the Campus. All our academic year students are registered with the clinic and can access their econsult service providing online support assistance and advice through the Matron, without visiting the premises. Our Matron has 25 years' experience working in the NHS including paediatrics and cardiology. She has been a private Nurse in a hospital before joining CATS Canterbury 10 years ago

London

Even in the heart of the capital, our students are able to benefit from a personal level of attention and service from the Brunswick Medical Centre located a 10-minute walk from the student residence. All eligible students are supported to register upon arrival which provides access to a wide range of face to face and online services for the patients in their care.

What essential protective items will be supplied by the school/College?

Every student will be provided with a Care Kit on arrival. It includes items for at least two weeks, such as hand sanitiser and disinfectant wipes.

What is the school doing to ensure no one is bullied for wearing a mask?

Any form of bullying is not tolerated within the schools. With the pandemic the wearing of masks is now becoming more commonplace throughout the UK and attitudes have changed to people who choose to wear them. We have an extensive programme of cultural acceptance in place as part of our induction programme and will be specifically including this aspect.

Can students smoke during quarantine?

Now more than ever we discourage students from smoking. All students will need to declare in advance that they are a smoker, with parental acknowledgement for students living within our boarding accommodation. There will be minimal opportunities for students to be supervised outside the building to do so. In line with our discipline policy, smoking within any College buildings or Boarding Houses is against the law and strictly prohibited, any students found to be smoking in their room will risk expulsion from the school.

What laundry facilities will there be during quarantine?

Please bring enough clothes for two weeks as laundry facilities will be restricted during quarantine.

Can students cook for themselves if they wish to during quarantine?

Unfortunately, we will not be opening the shared cluster kitchens for catered students during quarantine. Food deliveries will also not be permitted during any periods of quarantine.

THE SCHOOL

If someone displays symptoms

Dedicated self-isolation areas will be prepared and ready to use should we need to place any students displaying symptoms or awaiting test results. Meals will be provided via room service to those in self-isolation.

What does quarantine look like?

Based on the recent guidance non-UK citizens travelling from Amber countries will have to isolate and take the required tests. While students will be required to remain in their room for the majority of the time, where it is possible and safe to do so we will create small groups in each Boarding House/dormitory to allow for some social interaction. We will allow time outside for exercise. We will be offering cold "grab and go" meals via room service, and groups will be escorted one-by-one to the dining room for hot meals - there will be no self-service. Students that have opted for self-catered accommodation will be treated as catered students for the duration of quarantine. In buildings off campus meals will be delivered to student rooms, and they will be able to eat in groups in cluster kitchens where available.

This will rely upon the students numbers, arrival dates and the UK government guidelines ahead of September intake. If we cannot cluster in groups, students will need to remain in their rooms, have their meals delivered and have supervised exercise breaks in small groups.

Based on the current UK government guidelines, students under 18 years old travelling from Red countries are able to quarantine on campus. They will have to self-isolate and quarantine in their rooms. They will be able to go out daily for supervised exercise for approx. 30 minutes on an individual basis. It is up to the student what they do with that time in terms of exercise on campus, for example walking, jogging within the grounds, basketball hoops where available, etc.

Can students live off campus?

LEARNING

What does the induction programme look like under quarantine conditions?

Every student will receive a one-to-one welcome on campus and an online induction. It will include:

- A virtual tour of the campus
- After online testing, students will have a one-to-one online Academic Counselling session.
- A meeting with students' Personal Tutor Group in the UK.
- A health & wellbeing learning module with an explanation of procedures we will follow to stay safe in the College
- Social activities to begin to create a community
- Physical activities (where students can social distance).

What does the induction programme look like for students that do not need to quarantine?

Students will follow the standard face-to-face induction programme as outlined in the Pre-arrival section for each centre <https://www.catseducation.com/admissions/pre-arrival/dates-and-arrival.htm>.

Our policy is that all students should stay in College campus accommodation where possible in order for us to secure student safety and wellbeing.

Requests to live in independent accommodation must be approved in advance by the Principal and we will only authorise this if we think it is safe and we can protect our school community. Students living in independent accommodation or at home with family/guardian must adhere to the Day Student Charter. Students from an amber or red list country may have to:

- download and engage with any government contact tracing app and be prepared to share this with College staff.
- have daily temperature checks upon arrival at the College.
- attend health assessments on request.
- provide accurate contact details for their place of stay prior to the start of term.

Can students choose shared bedrooms?

We are happy for students to share rooms if that is what parents would prefer and subject to availability. Irrespective of room type, students will be expected to follow the safety protocol to protect themselves and our school communities. By opting to share a room, students are forming a household bubble, therefore any quarantine rules will apply to both students respectively at any time. In the case of a student in a shared room developing symptoms of Coronavirus our usual isolation procedures would necessarily apply to both students in the room due to the length of time during which students will have spent in close proximity.

Students who opt for a shared room but arrive during our later arrival window, be accommodated separately until they get through quarantine.

What cleaning procedures are in place?

We will have enhanced cleaning schedules throughout the campus, but especially in public and high contact areas.

What activities will be in place for students arriving before the official start of term?

During this period groups will begin to be established. Students will be encouraged to make friends with both new and returning students but will also be given time to unpack and adjust to being away from their families.

What will face-to-face teaching and life on campus look like?

Face-to-face lessons will be delivered alongside heightened cleaning regimes. Currently we are expecting classes to be delivered this September as normal without the need for social distancing. In line with UK Government Guidance, there may be restrictions on Exeats and time permitted off campus at evenings and weekends.

THE START OF TERM

FRIDAY 3 SEPTEMBER

Boarding houses open

SATURDAY 4 SEPTEMBER TO SUNDAY 5 SEPTEMBER

Students arrive on campus

MONDAY 6 SEPTEMBER

Classes start



DETAILED PLANNING

Although face-to-face lessons will be the desired norm, we will also have capacity to deliver all lessons online to pupils who are studying on campus, should Government guidance change.

Our timetables for each of our programmes will be adapted to accommodate a change in Government guidance. As such,

Plans A and B, will follow our standard school timetable. Plans C and D, will follow an adjusted timetable, incorporating the same amount of lessons in the school week but with staggered start times and a small group of lessons taught online. Under Plan E, campuses will close and lessons will be taught online as students safely isolate in their dormitory room

| | SUMMARY | KEY CONSIDERATIONS |
|--------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plan A | No presence of COVID in the UK | <ul style="list-style-type: none"> Normal school operation with Health and Hygiene protocols in place and routine monitoring |
| Plan B | COVID has a low presence in the UK with a few number of cases | <ul style="list-style-type: none"> Normal school operation with some alterations and safety procedures in place Standard school timetable increased Hygiene, sanitisation and possible Social Distancing Access to Virtual Learning Environment |
| Plan C | Government guidance changes in response to an increase number of COVID cases in the UK | <ul style="list-style-type: none"> Adjusted timetables Social distancing across whole school All Mitigation Strategies detailed on page 11 in place Some lessons taught online |
| Plan D | School timetables and lesson delivery adjusted to facilitate social distancing requirements | <ul style="list-style-type: none"> Adjusted school day with staggered timetables All Mitigation Strategies detailed on page 11 in place Most lessons shift to online delivery |
| Plan E | Government guidance changes and campus closes | <ul style="list-style-type: none"> Online learning for all students Adjusted timetables to accommodate different timezones Students may return home and be taught remotely or isolate in our accommodation |

PROTECTING OUR SCHOOL COMMUNITY

To protect our school communities we are committed to providing the best possible care so that our school communities feel safe and confident about living and learning on our campuses. We recognise that guidance to fight COVID-19

is constantly evolving, therefore we will review and adapt our pledge. Below is a list of our changes we have made for September.

MITIGATION STRATEGIES:

| | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>GENERAL HYGIENE</p> |  <p>SANITISING SPACES/SURFACES</p> |  <p>SOCIAL DISTANCING</p> |
| <ul style="list-style-type: none"> • Frequent handwashing • Easy access to hand sanitisers • Avoid touching face • Proper diet, sleeping, general wellness • Directions to inform school nurse when feeling ill | <ul style="list-style-type: none"> • Implementation of increased sanitising of frequently touched surfaces e.g. doorhandles, hand railings, desks, washrooms • Enhanced laundry/housekeeping protocols | <ul style="list-style-type: none"> • Visible spacing markers in all areas • One way systems introduced • Limit large gatherings • Adjust boarding house protocols; create separate discrete zones in houses, based around shared facilities |
|  <p>STRUCTURAL CONTROLS</p> |  <p>ADMINISTRATIVE CONTROLS</p> |  <p>PERSONAL PROTECTIVE EQUIPMENT (PPE)</p> |
| <ul style="list-style-type: none"> • Plexiglass in key areas such as reception and the dining hall • Enhanced food service protocols through staggered lunchtimes • Reduce furniture in communal spaces • Apply daily health screening questions for all pupils, staff and visitors; subsequent core temperature checking if needed | <ul style="list-style-type: none"> • Campus protocols on entry for day pupils, staff, parents, guests and deliveries. • Directional signs and one-way systems for pedestrians • Avoid congestion by adopting adjusted timetable • Modifications to co-curricular delivery | <ul style="list-style-type: none"> • Access to face coverings and associated policy for wearing in place. • Increased use of PPE in key areas – catering, medical centre, boarding houses. |

IN PROFILE

NAME: GLORIA QUARTEY

Role: Head Nurse at CATS Cambridge & CSVPA

Joined the team: 2013

Mantra: Treat people the way you would like to be treated



Why did you want to be a school nurse?

I wanted to do something in my profession that is challenging, caring, interesting, rewarding and makes a difference to young people's lives. As a college nurse, you help students feel better every day; you're a kind of educator too. Though it may seem like a small contribution, you can make a positive impact on students every day. I'm fortunate to work with a committed team who work incredibly hard to support the care needs of our student community.

What did you do before you joined the CATS/CSVPA Cambridge team?

I've lived in various countries, including Africa and the USA, and I've worked in hospitals, schools and the field of research. All these experiences have helped me understand different cultures & lifestyles and the care needs of our international community so that I can support and serve them better.

What plans are in place to look after students when they return to campus?

The College Health Centre has not been the same during COVID-19. Many students returned home earlier than planned. We miss them, and we are looking forward to welcoming them back when it's safe to do so. While we are living through a piece of medical history and still learning more about COVID-19, we aim to keep all our students safe, well, and healthy on their return to campus.

As part of our preparation, we have stocked up on PPE, including scrubs made by the CSVPA fashion team, infrared thermometers, several hand sanitiser stations, and social distancing signage. Precautionary health checks and quarantine provision will also be in place.

What do you most enjoy about your role?

I enjoy the diversity and variety of my role. It can be unpredictable as each day differs and just like a mini Accident & Emergency, there is never a dull day at the College Health Centre.

We run a non-judgement, confidential clinic at Varsity & Elizabeth House (boarding houses) and care for students with chronic conditions, acute illness, minor injuries. Sometimes students who feel homesick come to the Health Centre for reassurance or as a safety net. We also organise dental and optician appointments, hearing checks and vaccination clinics.

Over the years, I have also learned that when a student is feeling unwell, the parents understandably become desperately worried as their child is sick and away from home. These are times when agents and families reach out to the Medical team, Head of Boarding and the College Principal for updates, hope, and reassurance.

Supporting students through some of their most vulnerable times when they are unwell is only a small part of their journey as students. Still, it's very satisfying when I see them fully recovered from an illness and getting back to their usual self and back to the classroom to achieve their dreams.

DEFERRAL AND CANCELLATION POLICY

VALID FROM: 26 April 2021

LAST UPDATED: 05 March 2021

PREVIOUSLY UPDATED: 21 October 2020

We have revised our cancellation policy for courses running in 2021 to allow greater flexibility, and to ensure students can book with confidence during these unprecedented times. Our policy means that booking with us is risk free.

CURRENT STUDENTS AT CATS

Current students who are not in the UK are encouraged to return to campus and resume face-to-face lessons. Students who are unable to travel to join us in the UK, need to speak to their College to discuss their options.

You can see the latest updates for current students on our website: http://www.catseducation.com/ugc-1/1/5/0/were_reopening.pdf

NEW STUDENTS WHO HAVE TO CANCEL THEIR PLACES AT CATS DUE TO COVID-19

New students who have to change their plans for September 2021 as a result of COVID-19 can defer the start date to an equivalent course in January 2022 intake. Colleges and Student Recruitment Team will be happy to provide information on the alternatives for students who need to start in January 2022.

This policy covers the following:

- A travel ban put in place 4 weeks prior to the start of the programme
- Failure to obtain a relevant UK visa due to the restrictions in a student's home country (including failure to obtain academic or other relevant documentation for visa purposes)
- Illness (students would need to provide a copy of the COVID-19 results confirmed by a medical professional)
- Course cancellation (by college)
- General concerns over COVID-19

Students who decide not to defer their studies to the next enrolment date can apply to receive a full refund of all fees paid, including the deposit and registration fee.

Please note that students who choose to cancel less than 4 weeks before the start date will be subject to our normal terms and conditions: https://www.catseducation.com/ugc-1/1/13/0/terms_and_conditions_-_academic_2021.pdf

REFUNDS

To apply for a refund for a CATS course contact refunds@catseducation.com

In the meantime, the schools are continuing to deliver courses face-to-face in the UK. To see the latest update on the reopening of the UK schools, please visit https://www.catscolleges.com/news/view,cats-colleges-in-the-uk-to-reopen-for-facetoface-teaching_622.htm.

We are reviewing and adapting our policies as the situation regarding COVID-19 develops. We understand that this is a very difficult time for everyone. Our goal is to be clear and transparent with the information being released. We are a strong community, our students' and staff safety and wellbeing remain of the highest importance to us.



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