London Higher COVID-19 Secure Charter

Ravensbourne is working to ensure that our campus estates across the capital are COVID-19 Secure for staff and students, following current government guidance, legal requirements and recommendations from the UK.

Ravensbourne have established a building recovery task force to lead on planning and making preparations for the year ahead. Ravensbourne's Estates and Facilities Management team has been working with all areas of the University in developing strategies and tools to facilitate the safe return to the building, which include a post lockdown re-entry strategy building readiness document and organisational safety recovery risk assessments and action plans.

Ravensbourne is working to ensure that social distancing will be maintained, as reasonably practicable, throughout the building and are actively managing numbers of staff and students in the building. Ravensbourne will offer a combination of online and face-to-face solutions to working and learning to ensure that social distancing can be maintained in the building. Ravensbourne is committed to finding innovative uses of university estates repurposing space where possible to prioritise learning and student experience.

Ravensbourne has developed a one-way system throughout the building and is providing appropriate signage and wayfinding to assist with social distancing and directional access and egress routes. Timetabling and teaching spaces capacity has been reduced to ensure that social distancing is maintained and adheres to government guidelines. The Front of House/Security team will be monitoring overall attendance numbers of staff and students to ensure capacity is not exceeded.

Ravensbourne has introduced an online enrolment service and phased welcome/induction programme for new students and a socially distanced physical enrolment service for anyone unable to access or complete the online service.

Student support services will be delivered, with an increased accessibility to confidential and online drop-ins, through the coming academic year.

Ravensbourne is working to ensure that students receive a COVID-19 Secure learning experience both within and outside the classroom. We are working with London's business community and other delivery partners to enable safe work placements and other vital training, where applicable. London First and the wider business community are committed to welcoming London's students and graduates into the capital's workforce and are working with HEIs to enrich student experience through workplace learning.

Ravensbourne is working to ensure that we share best practice in staff and student wellbeing through our London Health & Wellbeing Network, to ensure that staff and students in London can access support whenever needed.

Ravensbourne University London staff should continue to review the Wellbeing pages on HR Intranet, these give advice on staying healthy, both physically and mentally, with sign-posting to various external agencies, including our Employee Advice Providers. A link to Coronavirus, health and well-being considerations is also available for more detailed support. In addition, Ravensbourne has invested in the Headspace App for all staff to download for free for a period of 12 months.   Staff are encouraged to discuss any concerns with line managers or failing that with their HR Business Partners.

Ravensbourne students and offer holders continue to be offered support during the summer and ahead of the new term. We've continued to look at innovative online solutions to identify support and needs and conduct assessments of disability support required.

For all offer holders we aim to identify support needs and any required reasonable adjustment before they join Ravensbourne and as far as possible advance any DSA support applications.

Students have access to Wellbeing staff, a team of counsellors all who are available to work remotely, and support around study skills and employability. During term time regular online drop-in sessions were available and as we move into the current break students have been kept aware of how to access support from our services.

Ravensbourne is working to ensure that the different needs of London's diverse student and staff communities are recognised and are actively looking to understand additional challenges faced within these communities. Ravensbourne is working to ensure that students and staff disproportionately affected by coronavirus, or with increased risk, are supported in their return to work and study.

A detailed Return to Work Protocol has been prepared for those staff returning in July and August. This will be revised and updated for the 2020/21 new academic year return.

Return to Work Protocol (July and August 2020)

We are continually reviewing and targeting available support for students based on identified challenges around isolation and coronavirus. Financial support, academic assistance, disability protocols and employability support have all been offered in ways that can be used online and used best based on individual support requirements.

We are currently planning how all student support will be delivered virtually and what changes may be made to placements and employment support to help students utilise their digital expertise in the new normal of greater online engagement.

Ravensbourne is working to ensure that international students are actively supported to study safely in London. Ravensbourne is actively engaging with appropriate government bodies to ensure we comply with the latest guidance.

We are developing a welcome package for international students who need to quarantine including; basic essentials plus vouchers for Tesco and Just Eat with info re how to order online. Also looking at masks and hand sanitiser for when they can come out of quarantine. We are offering a free airport transfer for those students travelling to Scape Greenwich.

The Accommodation provider has offered these students 4 weeks free of charge and we have advised students requiring quarantine to arrive a minimum of 2 weeks before start of enrolment to incorporate the quarantine requirements.

We are in talks with other accommodation providers to gain contact details for students booked with them so that we can offer similar packages to all students arriving from the countries who are still required to quarantine.

Isolating international students will be offered regular Zoom chats so they are not left isolated during the two-week period. Ideally this will also include induction material for the use of online and offline, when isolation ends, Ravensbourne resources.

Ravensbourne is working to ensure the provision of a broad and enriching student experience in the capital, by supporting access to experiences outside of the course curriculum and creating a thriving on-and off –campus community.

Although the university experience will be different than it has before, this has not prevented us from beginning new and refreshing activities. These include a Student Union Podcast, where you can meet the team informally and listen to their plans. Also, the continuation of fresher's celebrations in both physical and virtual form, and an adjusted induction period which will embody the thriving community that is present within the university walls. Contact with staff will be super important during this time and details will be shared at every given opportunity to ensure the inclusion of every student.'

Ravensbourne is working to ensure that staff and students are supported in accessing online provisions to enable them to perform to their best abilities and enjoy a richer experience and are investing in digital solutions where appropriate

Ravensbourne has built a technology ecosystem which is largely available remotely providing its staff and students with comparable levels of access to its digital services. We have further invested in enhancing the end user experience by implementing new technologies to support remote working. We have recently implemented a new online course delivery tool, software-based telephony services as well as adapting our on-site support desk to offer virtual remote support sessions.

Further investment has gone into a new self-service request and issue reporting portal, an online document management and collaboration system and a platform to manage remote devices.

To ensure staff have the best experience possible we have created new logistical processes to manage the issue, repair and retrieval of devices, provided mobile internet access to a large number of staff and equipped staff with specific needs desktop peripherals and furniture.

We have also provided laptops to assist students with limited access to technology resources.

Ravensbourne is working to ensure the provision of COVID-19 Secure accommodation for students, including innovative approaches to campus residences across the city and supporting student community building.

Ravensbourne is in touch with all our advertised accommodation providers to collate updates on their plans and changes to policy ahead of student returns. We will create a detailed and comprehensive understanding of the changes made and potential challenges with advertised accommodation so students can make informed decisions and we can be sure students will be provided appropriately altered accommodation.