



Covid-19: Frequently asked questions for academic year 2020-21

Undergraduate and postgraduate courses

Undergraduate study options and start dates

- ***What changes are you making to your courses to manage the impact of Covid-19 on undergraduate students?***

For the academic year 2020/2021 all undergraduate courses will combine face-to-face and online teaching and learning support. This combination means that you can confidently choose to study with Royal Holloway. If travel restrictions mean you are not able to arrive in the UK for the start of term, or social distancing measures are in place on campus, you won't miss out on beginning your university course.

- ***Will my course be online because of Covid-19?***

No. All courses will have a combination of face-to-face and online activity during the academic year 2020/21.

Social distancing measures will be in place to ensure that tutorials and small group seminars can safely be held on campus, giving students face-to-face engagement with academics in the forums that they tell us matter most to them. This face-to-face activity will be combined with interactive online sessions with your tutor and classmates and recorded material that you will be able to watch, and watch again, when it's most convenient for you.

And don't worry if your arrival on campus is delayed. Our combination of face-to-face and online lectures and learning support means that if travel restrictions are in place and you are not able to arrive in the UK or to campus for the start of the academic year, you won't miss out. You will be able to confidently begin your studies online, joining in interactive sessions like tutorials and small group seminars with your class mates, and when you arrive in the UK and on campus, you will be able to join in classes in person with the academics and class mates that you will have met while studying online.

Our approach also means that for students on campus, if new social distancing measures are introduced, you will be able to continue with your studies without interruption.

- ***If I'm not able to enrol in September 2020, is there a January 2021 start date?***

We are looking forward to welcoming our new and continuing students to campus in September 2020. However, we know that might not be possible for everyone because of continuing social distancing or travel restrictions. If you have applied for an undergraduate course with us, we

have written to you to explain how we have adapted all our courses to combine face-to-face and online teaching and learning support. For selected courses, we have also introduced the option of a January start date. See relevant FAQ below for a list of courses offering a January start date.

For September 2020, the start of term is Monday 21 September 2020.

For January 2021, the start of term is Monday 11 January 2021.

- ***I live outside of the UK and don't know if I will be able to come to campus in September 2020, what do I do?***

We understand that the pandemic means there is a lot of uncertainty, particularly for students who are resident outside the UK and may face ongoing travel restrictions.

That's why all undergraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to travel to the UK for the start of term you won't miss out.

You will be able to confidently begin your studies online, joining in sessions like tutorials and small group seminars with your class mates. When you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person, meet the classmates and the academics you have met while studying online, and carry on with your course without interruption.

Some courses also offer a January start. See relevant FAQ below for a list of these courses.

If you are resident outside the UK and your course is offering a September 2020 or a January 2021 start date, you do not need to do anything yet. When your plans become clear, you need to confirm your chosen start date and we have written to you explaining how to do this. The deadline for confirming your start date is 24 August 2020.

- ***I live in the UK and I don't know if I will be able to come to campus in September 2020, what do I do?***

If you are resident in the UK, we are expecting to be able to welcome you to campus in September 2020. However, if new social distancing measures are introduced or travel restrictions are in place, our combination of face-to-face and online teaching and learning support means that you can start your course and begin to engage with your tutors and classmates remotely from wherever you are. When you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- ***Will I miss out on face-to-face activity if I am not able to come to campus for the start of term?***

No. While we expect to be able to welcome students to campus for the start of term, we understand that possible travel restrictions may make that difficult for students who are

resident overseas. We have adapted our courses for 2020/21 to take account of the possible impact of Covid-19. Each course will be set up to accommodate a mix of students studying face-to-face and remotely at any one time.

Some elements of your course will require face-to-face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face-to-face. The exact approach will depend on your choice of degree course or modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted. If your arrival on campus is very significantly delayed you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

Our approach means that you can be confident that if you are resident overseas and your arrival on campus is delayed you can start your course and begin to engage with your tutors and classmates remotely from wherever you are. When you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- ***Which undergraduate courses offer a choice between a September 2020 and a January 2021 start date?***

For students who are resident outside the UK and are worried about the possibility of ongoing international travel restrictions, we are offering a choice to start your course in September 2020 or January 2021. This option is available for some courses only.

For September 2020, the start of term is Monday 21 September 2020.

For January 2021, the start of term is Monday 11 January 2021.

Courses that offer a September 2020 or January 2021 start will have a mixture of face-to-face and online teaching and learning support both in September and in January. This means that even if you chose a September 2020 start, and your arrival on campus is delayed, you won't miss out.

The choice of a September 2020 or January 2021 start is available on the following full-time undergraduate courses only:

BSc Business & Management*
BSc Management with Accounting*
BSc Management with Corporate Responsibility*
BSc Management with Digital Innovation*
BSc Management with Entrepreneurship*
BSc Management with Human Resources*
BSc Management with International Business*
BSc Management with Marketing*
LLB Law

* includes "with a Year in Business" option.

- ***I am an international student aiming for a Royal Holloway degree in Computer Science and I'm interested in studying from January 2021 instead of starting in September 2020, are there any options for me?***

Yes, you could consider the Computer Science International Year One (IY1) programme offered by our pathway partner, Study Group. The IY1 programme benefits from an additional focus on academic skills and will prepare you to progress on to year two of your Royal Holloway degree in September 2021 and you will graduate with a Royal Holloway degree.

Please note that the Computer Science IY1 pathway progresses on to the Computer Science (International) BSc which is not accredited by the British Computer Society (BCS) but the content is the same as the accredited degree.

If you are interested in this option, you will need to make a new application for the Computer Science IY1 pathway but don't worry - if you are holding an offer for a Royal Holloway degree starting in September 2020, we will keep your place open until you confirm your place on the International Year One January start course at the International Study Centre.

To find out more and apply, click [here](#)

- ***I am an international student aiming for a Royal Holloway degree in Economics and I'm interested in studying from January 2021 instead of starting in September 2020, are there any options for me?***

Yes, you could consider the Economics International Year One (IY1) programme offered by our pathway partner, Study Group. The IY1 programme benefits from an additional focus on academic skills and will prepare you to progress on to year two of your Royal Holloway degree in September 2021 and you will graduate with a Royal Holloway degree.

If you are interested in this option, you will need to make a new application for the Economics IY1 pathway but don't worry – if you are holding an offer for a Royal Holloway degree starting in September 2020, we will keep your place open until you confirm your place on the International Year One January start course at the International Study Centre.

To find out more and apply, click [here](#)

- ***I would like to start my undergraduate course in January 2021 but my course is not listed.***

We are planning for the majority of our students to start their course in September 2020 but we recognise that international travel restrictions may mean some students who are resident overseas won't be able to travel to the UK for the start of the academic year. That's why all undergraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to arrive in the UK or come to campus for the start of term you won't miss out and will still be able to begin your studies. If new social distancing measures are in place that affect study on campus, our approach also means your studies won't be interrupted.

- ***Why is my course not available with a January 2021 start?***

The decision to offer a January 2021 start is a direct response to the circumstances created by Covid-19. In the time available, it has not been possible to plan a January 2021 start for all of our courses.

However, if you are travelling internationally to the UK and travel restrictions delay your arrival on campus for September 2020 and your course does not offer a January 2021 start date, don't worry. For the academic year 2020/21 all of our undergraduate courses will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to arrive on campus for the start of term you won't miss out. You can start your course and begin to engage with your tutors and classmates remotely from wherever you are and, when you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- ***Why is the option of starting my course in January 2021 not available to me as a UK resident?***

At present, we are expecting to be able to welcome students who are resident in the UK to the campus in September 2020. However, we are monitoring the situation carefully and if new social distancing measures or travel restrictions are introduced and you are affected, don't worry. Our combination of face-to-face and online teaching and learning support means that you can start your course and begin to engage with your tutors and classmates remotely from wherever you are and, when you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- ***I want to study at Royal Holloway but I don't want to travel to the UK. Can I stay at home and study online for the whole of my course?***

No, we expect all students to come to campus as soon as they are able to travel. We believe that the opportunity to engage face-to-face with academic staff and other students is an important part of your university experience however, we also recognise that Covid-19 means we have to adapt our approach. That's why our plan for the academic year 2020/2021 is to combine face-to-face with online teaching and learning support. By combining face-to-face with online, our students gain the benefits of studying in an academic environment, and it means you won't miss out if travel restrictions are in place for the start of term. Our approach means you can confidently begin your studies online if you need to and join us on campus, in person, as soon as you are able to.

Some elements such as practical work, end of year examinations, skills development and activities and field trips also require face-to-face engagement.

The health and safety of our community is our highest priority, and we are putting in place measures designed to help protect everyone on campus.

- ***When do I need to make a decision about whether to start in September 2020 or January 2021?***

If your course offers a September and a January start you do not need to decide now. The deadline to make your decision to start your course in September 2020 or January 2021 is Monday 24 August 2020. We have written to you with instructions on how to make your choice.

For September 2020, the start of term is Monday 21 September 2020.

For January 2021, the start of term is Monday 11 January 2021.

- ***If I say I want to start in January 2021 but things change and I then decide that I would like to start in September 2020, can I do that?***

Please do not confirm your chosen start date until your plans are clear. The deadline to make your decision is 24 August 2020. If your plans do change again after you have confirmed your choice of start date, you should contact a member of our [Admissions Team](#) and discuss with them your circumstances. We will try to be as flexible as possible.

- ***I live overseas and will need a visa, but I don't know when I will be able to arrive on campus. What do I do?***

Don't worry. Our combination of face-to-face and online activity means that you won't miss out and can confidently begin your course and then make your travel plans when you are able to.

As soon as you know that you can travel you should contact us to request your CAS (Certificate of Acceptance to Study). Please bear in mind that it may take us up to a month to process your CAS request. You will also then need to allow time to apply for your visa. While you are waiting for your CAS and your visa you can continue to study so that when you arrive on campus, as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- ***I'm an international student living in the UK, can I study on campus from September 2020?***

We expect that the majority of our students will start their course in September. If you are already in the UK or are able to travel to the UK, we look forward to welcoming you to the campus in September. The start of term is Monday 21 September 2020.

However, our approach means that if new social distancing measures are introduced, you won't miss out and will still be able to begin your course or, if you are already on campus, continue with your studies without interruption.

- ***I'm an international student living in the UK, can I start my course in January 2021?***

The decision to offer a January 2021 start is a direct response to the circumstances created by Covid-19. In the time available, it has not been possible to plan a January start for all of our courses and we know that international travel restrictions may present some travel challenges for students who are resident outside the UK. If you are an international student who lives in the UK and your personal circumstances mean that it is not possible for you to start your course in September, we want to be as flexible as possible. Please contact our [Admissions Team](#) and discuss with them your circumstances.

- ***My course has a lot of practical work. What happens if I start my course in my own country in September 2020 but am not able to come to campus until late into the second term?***

We know that activities in some subjects rely a lot on face-to-face participation. Examples include practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face-to-face. The exact approach will depend on your choice of degree course or modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted. If your arrival on campus is very significantly delayed, you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

- ***If I decide to start my course in January 2021, when will it finish? And will there be any changes to term dates/attendance dates?***

If you begin an undergraduate degree course in January 2021, you will have the opportunity to enter the second year – subject to satisfactory performance – in September 2021.

For January 2021, the start of term is Monday 11 January 2021.

You will complete two standard length (11-week) teaching terms, one starting on 11 January 2021 (with induction from 4 January 2021) and finishing on 26 March for the Easter vacation and a second after Easter (26 April to 9 July 2021). Depending on which course you have chosen, you may also need to attend examinations or undertake other assessment activities in August and/or September 2021.

- ***What happens if I start my course in September 2020 but travel restrictions mean I still can't get to campus in January 2021, or even later?***

All undergraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to arrive on campus for the start of term you won't miss out and will be able to start and keep up with your studies.

Some elements of your course will require face-to-face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face-to-face. The exact approach will depend on your choice of degree course or modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted. If your arrival on campus is very significantly delayed, you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

- ***What happens if, when I arrive on campus, the UK goes back into lockdown?***

All undergraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if the UK reintroduces lockdown measures, you will be able to continue with your studies.

Postgraduate (Taught) study options and start dates

- ***What changes are you making to your courses to manage the impact of Covid-19 on postgraduate students?***

For the academic year 2020/2021 all postgraduate courses will combine face-to-face and online teaching and learning support. This combination means that you can confidently choose to study with Royal Holloway, and if you are not able to arrive on campus for the start of term, or social distancing measures are in place, you won't miss out.

- ***Will my course be online because of Covid-19?***

No. All courses will have a combination of face-to-face and online activity during the academic year 2020/21.

Social distancing measures will be in place to ensure that tutorials and small group seminars can safely be held on campus, giving students face-to-face engagement with academics in the forums that they tell us matter most to them. This face-to-face activity will be combined with interactive online activity with your tutor and classmates and recorded material that you will be able to watch, and watch again, when it's most convenient for you.

And don't worry if your arrival on campus is delayed. Our combination of face-to-face and online lectures and learning support means that if travel restrictions are in place and you are not able to arrive in the UK or to campus for the start of the academic year, you won't miss out. You will be able to confidently begin your studies online, joining in interactive sessions like tutorials and small group seminars with your class mates, and when you arrive in the UK and on campus, you will be able to join in classes in person with the academics and class mates that you will have met while studying online.

Our approach also means that for students on campus, if new social distancing measures are introduced, you will be able to continue with your studies without interruption.

- ***If I'm not able to enrol in September 2020, is there a January 2021 start date?***

We are looking forward to welcoming our new and continuing students to campus in September 2020. However, we know that might not be possible for everyone because of continuing social distancing or travel restrictions. If you have applied for a postgraduate taught course with us, we have written to you to explain how we have adapted all our courses to combine face-to-face and online teaching and learning support. For selected postgraduate courses, we have also introduced the option of a January 2021 start date. See relevant FAQ below for a list of courses.

For September 2020, the start of term is Monday 21 September 2020.

For January 2021, the start of term is Monday 11 January 2021.

- ***I don't know if I will be able to come to campus in September, what do I do?***

We understand that the pandemic means there is a lot of uncertainty, particularly for students who are resident outside the UK and may face ongoing travel restrictions.

That's why all postgraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to arrive on campus for the start of term, you won't miss out.

You will be able to confidently begin your studies online, joining in sessions like tutorials and small group seminars with your classmates. When you do arrive on campus, you can be confident that as long as you have kept up with the work of the class online, you will be able to join the class in person, meet the classmates and the academics you have met while studying online, and carry on with your course without interruption.

Some courses also offer a January 2021 start. See relevant FAQ below for a list of these courses.

If your course is offering a September 2020 or a January 2021 start date, you do not need to do anything yet. When your plans become clear, you need to confirm your chosen start date and we have written to you explaining how to do this. The deadline for confirming your start date is 24 August 2020.

- ***Will I miss out on face-to-face activity if I am not able to come to campus for the start of term?***

No. While we expect to be able to welcome students to campus for the start of term, we understand that possible travel restrictions may make that difficult, particularly for students who are resident overseas

We have adapted our courses for 2020/21 to take account of the possible impact of Covid-19. Each course will be set up to accommodate a mix of students studying face-to-face and remotely at any one time.

- ***Which postgraduate courses offer a choice between a September 2020 and a January 2021 start date?***

This year we are offering a choice of a September 2020 start date or a January 2021 start date for some courses only.

For September, the start of term is Monday 21 September 2020. For January, the start of term is Monday 11 January 2021.

Courses that offer a September 2020 or a January 2021 start will have a mixture of face-to-face and online teaching and learning support, both in September and January. This means that even if you chose a September start, and your arrival on campus is delayed, you won't miss out.

The choice of a September or January start is available on the following full-time PGT courses only:

MSc Accounting and Financial Management
MSc Business Information Systems
MSc Entrepreneurship and Innovation+
MA Marketing
MSc Digital Innovation and Analytics
MSc Digital Marketing
MSc Human Resource Management
MSc International Management
MSc International Management (Marketing)
MA International Media Management
MSc Logistics and Supply Chain Management
MSc Artificial Intelligence*
MSc Data Science and Analytics*
MSc Engineering Management
MSc Information Security*
MSc Machine Learning *
MSc Project Management

* includes "with a Year in Industry" version.

+ Includes "with a Year in Business" version.

- ***I would like to start my postgraduate course in January 2020 but my course is not listed.***

We are planning for the majority of our students to start their course in September but we recognise that travel restrictions or social distancing may mean some students won't be able to arrive on campus for the start of the academic year. That's why all postgraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to arrive on campus for the start of term, or social distancing measures are in place, you won't miss out and will still be able to begin your studies.

- ***Why is my course not available with a January start?***

The decision to offer a January start reflect is a direct response to the circumstances created by Covid-19. In the time available, it has not been possible to plan a January start for all of our courses. However, don't worry if you are unable to arrive on campus for a September start. For the academic year 2020/21 all of our postgraduate courses will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to arrive on campus for the start of term, or social distancing measures are in place, you won't miss out and will still be able to begin your studies.

- ***Will your courses at the central London campus have an online option too?***

All courses will have a combination of face-to-face and online teaching and learning support during the academic year 2020/21. This combination means that even if you are not able to arrive on campus for the start of the academic year, or if social distancing measures are in place on campus, you won't miss out and will be able to start your studies.

Some courses delivered on our campus in central London have large elements of practical work. We are working to ensure that this work is scheduled for as late in the year as possible, and will have a specified alternative in the event of further virus related disruption.

- ***I want to study at Royal Holloway but I don't want to travel to the UK. Can I stay at home and study online for the whole of my course?***

No, we expect all students to come to campus as soon as they are able to travel. We believe that the opportunity to engage face-to-face with academic staff and other students is an important part of your university experience however, we also recognise that Covid-19 means we have to adapt our approach. That's why our plan for the academic year 2020/2021 is to combine face-to-face with online teaching and learning support. By combining face-to-face with online, our students gain the benefits of studying in an academic environment, and it means you won't miss out if travel restrictions are in place for the start of term. Our approach means you can confidently begin your studies online if you need to and join us on campus, in person, as soon as you are able to.

Some elements such as practical work, end of year examinations, skills development and activities and field trips also require face-to-face engagement.

The health and safety of our community is our highest priority, and we are putting in place measures designed to help protect everyone on campus.

- **When do I need to make a decision about whether to start my course in September 2020 or January 2021?**

If your course offers a September and a January start you do not need to do anything yet. When your plans become clear, you need to confirm your chosen start date and we have written to you explaining how to do this. The deadline for confirming your start date is 24 August 2020.

For September, the start of term is Monday 21 September 2020.

For January, the start of term is Monday 11 January 2021.

- **If I say I want to start in January 2021 but things change and I then decide that I would like to start in September, can I do that?**

Please do not confirm your chosen start date until your plans are clear. The deadline for you to decide is 24 August. If your plans do change again after you have confirmed your choice of start date, you should contact a member of our [Admissions Team](#) and discuss with them your circumstances. We will try to be as flexible as possible.

- **I live overseas and will need a visa, but I don't know when I will be able to arrive on campus. What do I do?**

Don't worry. Our combination of online and face-to-face activity means that you won't miss out and can confidently begin your course and then make your travel plans when you are able to.

As soon as you know that you can travel you should contact us to request your CAS (Certificate of Acceptance to Study). Please bear in mind that it may take us up to a month to process your CAS request. You will also then need to allow time to apply for your visa. While you are waiting for your CAS and your visa you can continue to study so that when you arrive on campus, as long as you have kept up with the work of the class online, you will be able to join the class in person and carry on with your course without interruption.

- ***I'm an international student still in the UK, can I study on campus from September 2020?***

We expect that the majority of our students will start their course in September 2020. If you are already in the UK or are able to travel to the UK we look forward to welcoming you to the campus in September. The start of term is Monday 21 September 2020.

- ***My course has a lot of practical work. What happens if I start my course in September 2020 but am not able to come to campus until late into the second term?***

We know that activities in some subjects rely a lot on face-to-face participation. Examples include practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face-to-face. The exact approach will depend on your choice of degree course or modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted. If your arrival on campus is very significantly delayed, you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

- ***If I decide to start my course in January 2021, when will it finish? And will there be any changes to term dates/attendance dates?***

If you begin a postgraduate course in January 2021, you will complete your studies in early December 2021.

Attendance during the first (January) term will follow the normal pattern (11 January to 26 March 2021) with induction from 4 January and the Easter vacation dates will not change. However, your second term (starting after Easter) will be a full 11-week teaching term, starting on 26 April 2021 and finishing on 9 July 2021. You will also need to be available for assessment and/or further teaching during a third term from 9 August to 24 September 2021. You will then complete your dissertation during the subsequent 11 weeks, in most cases, submitting in the week beginning 6 December 2021.

- ***What happens if I start my course in September but travel restrictions mean I still can't get to campus for January, or even later?***

All postgraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if you are not able to arrive

on campus for the start of term you won't miss out and will be able to start and keep up with your studies.

Some elements of your course will require face-to-face participation in particular activities, such as some practical work, end-of-year examinations and field trips, and these will be identified, scheduled for as late in the year as possible, and have a specified alternative in the event of further virus related disruption. If your arrival on campus is very significantly delayed you will be able to discuss your particular situation with your course leader so that you can together decide the best option for you.

- ***What happens if, when I arrive on campus, the UK goes back into lockdown?***

All postgraduate courses for the academic year 2020/21 will combine face-to-face and online teaching and learning support. This combination means that even if the UK reintroduces lockdown measures, you will be able to continue with your studies.

Study options and start dates for pathway applicants (undergraduate and postgraduate)

- ***I have applied for the International Foundation Year. Do any of the flexible study options apply to this course?***

Our International foundation year programmes are delivered at our [International Study Centre](#), by our pathway partner, [Study Group](#). Together we are working hard to minimise the disruption of the pandemic on your education. That's why our September 2020 International Year One programmes will start online. This will ensure you don't have to delay the start of your course. Teaching will take place in our Virtual Study Centres, and we are committed to helping you reach your goal of studying on campus as quickly as circumstances allow. On-campus teaching will resume as soon as possible and we will support you to smoothly transition to on-campus learning when the time comes.

If you have received an offer and confirmed your place, you can start your course online in September 2020 and benefit from a 21-day money back* satisfaction offer. We do also offer January 2021 start options for all our International Foundation Year programmes. If you would prefer to change your start date, please contact your education representative and Study Group will support you in finding an alternative study plan.

To find out more about online learning and options available to you please visit [Study Group's FAQ page](#).

*Provided you have an online attendance level of 80% or more.

- ***I have applied for the International Year One programme. Do any of the flexible study options apply to me?***

Our International Year One programmes are delivered at our [International Study Centre](#) by our pathway partner, [Study Group](#). Together we are working hard to minimise the disruption of the pandemic on your education. That's why our September 2020 International Year One

programmes will start online. This will ensure you don't have to delay the start of your course. Teaching will take place in our Virtual Study Centres, and we are committed to helping you reach your goal of studying on campus as quickly as circumstances allow. On-campus teaching will resume as soon as possible and we will support you to smoothly transition to on-campus learning when the time comes.

If you have received an offer and confirmed your place, you can start your course online in September and benefit from a 21-day money back* satisfaction offer. We do also offer January start options for all our International Year One programmes, so if you would prefer to change your start date, please contact your education representative and Study Group will support you in finding an alternative study plan.

To find out more about online learning and options available to you please visit [Study Group's FAQ page](#).

*Provided you have an online attendance level of 80% or more

- ***I have applied for the Pre-Masters programme. Do any of the flexible study options apply to me?***

Our Pre-Masters programmes are delivered at our [International Study Centre](#) by our pathway partner, [Study Group](#). Our next intake for this programme is in March 2021, when we hope to be able to deliver a full on campus teaching experience. We will update applicants on any changes or alternative study options if they are required or become available nearer the time.

Course content and study methods

- ***If travel restrictions or further periods of social distancing mean I need to start or continue with my course online only, what will that look like?***

This academic year in response to Covid-19, we will be mixing face-to-face activity, such as tutorials and small group seminars, with interactive online sessions with your tutor and classmates and recorded material that you will be able to watch, and watch again, when it's most convenient for you.

For the last year we have made most of our lectures available online, a move which was well received by our students because it meant that they could watch their lectures again at a time convenient to them and throughout the academic year to support their studies.

By mixing face-to-face activity, such as tutorials and small group seminars with interactive online learning support and online recorded material we can combine the benefits of technology with real time face-to-face engagement in the forums that students tell us matter most.

Each course will be set up to accommodate a mix of students studying face-to-face and remotely at any one time. This means that if you are studying online only for a period of time, you will be joining in learning activities with some students who are online only too, and some students who are joining in the learning activity in person on campus.

Some activities will require face-to-face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face-to-face. The exact approach will depend on your choice of degree course and modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year, by which point travel restrictions may have lifted.

- ***How many hours will I have to study each day/week if I study online?***

The exact number of online study hours may vary according to your personal circumstances and the course you are taking. Each course will be set up to accommodate a mix of students studying in face-to-face and remote modes at any one time. Some elements of your course will require face-to-face participation in particular activities, such as some practical work, skills development activities, end-of-year examinations and field trips. Some of these can be offered online but as far as possible, we will offer these activities face-to-face. The exact approach will depend on your choice of degree course and modules. In the event that Covid-19 continues to disrupt travel, we will ensure that the key practical and fieldwork skills are provided online with activities rescheduled later in the year. Our approach means that you can be confident that as long as you have kept up with the work of the class online, when you arrive on campus, you will be able to join the class in person and carry on with your course without interruption.

- ***What would a typical week look like with a combination of face-to-face and online teaching and learning support?***

The exact approach will depend on your choice of degree course and modules and the kind of support needed to meet learning objectives. You can be confident that, if the conditions allow, we will be combining face-to-face activity on campus, such as tutorials and small group seminars, with interactive online sessions with your tutor and classmates and recorded material that you will be able to watch, and watch again, when it's most convenient for you.

For the last year we have made most of our lectures available online, a move which was well received by our students because it meant that they could watch their lectures again at a time convenient to them and throughout the academic year to support their studies.

- ***If the course is a mixture of face-to-face and online, and I'm not on campus, how will the face-to-face activity be replaced for me?***

You will be able to take part in face-to-face activities such as small group seminars and tutorials using online platforms such as Microsoft Teams for Education. You will join the seminar or tutorial online, joining in with classmates who are on campus. This means that you can continue to benefit from group activity. You will also have regular one to one contact with your personal tutor again using Microsoft Teams for Education. This means that, when you arrive on campus, you will know your classmates and your tutor and will be able to join your class in person and carry on with your course without interruption.

- ***If I study some elements of my course online, will there be live sessions with lecturers or will it all be recorded?***

Small group seminars and tutorials will be live and will be conducted with your classmates and hosted by your tutor. You will also have personal contact with your personal tutor using Microsoft Teams for Education. We will be mixing face-to-face activities with interactive online learning activities and learning support and recorded material. Pre-recorded information means you will be able to engage with aspects of your learning at a time and place that is convenient for you and watch lectures again and again. This gives you the chance to prepare questions and think about ideas that you might want to discuss in more detail when you meet with your course leader and classmates in small group seminars and tutorials.

- ***If I can't come to campus and start my course online, how will the time difference be accommodated?***

We will, as far as possible, arrange small group seminars, tutorials and meetings with your personal tutor at times appropriate to the students attending them.

- ***Will there be set hours that I have to be available online to study the online option?***

We will, as far as possible, arrange small group seminars, tutorials and meetings with your personal tutor at times appropriate to the students attending them.

Using some pre-recorded information that means you will be able to engage with other aspects of your learning at a time and place that is convenient for you and you will be able to watch them again and again. This gives you the chance to prepare questions and think about ideas that you might want to discuss in more detail when you meet with your course leader and classmates in small group seminars and tutorials.

- ***How will labs and practical work be organised if I can't come to campus for the start of term and have to start my course online at home?***

The exact approach will depend on your choice of degree course or modules. Where possible, laboratory and other practical sessions will run to the normal timetable. We will record laboratory sessions for those students who are unable to attend in person. If necessary, sessions delivered during the first two terms will also be repeated in term 3 and we will provide alternative ways of meeting learning objectives.

- ***What platform does online teaching take place on and how will I access this in my country?***

We use Moodle and Microsoft Teams for Education, both of which can be accessed through our website.

- ***Will I need any special equipment to study online?***

You will need a PC or laptop with a working wifi connection. We have a Study Support Grant scheme and other support funds which can help you (if you meet certain criteria) to buy IT equipment.

- ***If I am not able to travel to the UK immediately and need to begin my course online in China, will I need a VPN to have access to teaching and resources?***

We don't anticipate any need for a VPN to access resources. We use Moodle and Microsoft Teams for Education, both of which can be accessed through our website.

- ***If I am not able to come to campus and start my course online, will I be able to connect with my fellow classmates?***

Yes. Each course will be set up to accommodate a mix of students studying face-to-face and remotely at any one time. This means that if you are studying online only for a period of time, you will be joining in learning activities with some students who are online too, and some students who are joining in the learning activity in person on campus. When you arrive on campus, you will know your classmates and your tutor and will be able to join your class in person and carry on with your course without interruption.

- ***If I can't come to campus and begin my course online, will I be taught by the same academics as classmates who are on campus?***

Yes. You will take part in small group seminars and tutorials online, joining in with classmates who are on campus.

Lectures and other learning support will be provided to you pre-recorded and these will be made available to the whole class at the same time. This means that you will be able to watch the material at a time and place that is most convenient to you and watch again and again. This gives you the chance to prepare questions and think about ideas that you might want to discuss in more detail when you meet with your course leader and classmates in small group seminars and tutorials.

- ***Will I have different teachers if I start in January 2021 compared to the students who start in September 2020?***

All classes will be taught from the same pool of staff, whether you start your course in September or January. Royal Holloway has a reputation for research-led teaching, so the majority of our staff are leading researchers in their field, or specialist higher education practitioners.

If I start in January 2020 and then do not achieve the required level in my examinations, will I still have the opportunity to re-sit these?

There will be no change to our normal arrangements although the timing of all exams/assessments will be adjusted to reflect the revised start date.

- ***Will I be able to do a year in industry?***

Yes. Where a year in industry is offered as an integral part of your course, this option will be available, whichever start date you choose. Industrial placements may be more difficult to secure because of the pandemic and some placements may involve some home working but the support we will provide will be the same as in previous years. Your department will provide you with details of any impact that Covid-19 might have on your year out at the relevant time.

- ***My course involves a year studying abroad. Will I still be able to complete this aspect of my course?***

Yes. Where your course involves a year studying abroad, we expect this option to be available. In most cases, students study abroad during the third year of their degree course, by which time we hope that travel restrictions will have been relaxed. If travel restrictions are still in place at the time of the placement, we will consider extending the flexible arrangements which have been put in place this year. These enable students to begin their year abroad late or even to defer it until their final year.

- ***Will my Pre-sessional English Language Programme be taught online?***

For summer 2020, we are working with our pathway partner, Study Group, to provide an online study solution for students who require support in meeting the English language requirements of their offer. The last of these courses began on 13 August.

If you are planning to start your degree course in January 2021, you may be interested in attending a pre-sessional English Language programme in the autumn. You will be able to choose to study on campus or to follow the online programme offered by our pathway partner, Study Group. In both cases, programmes will begin on 21 September (12-week); 19 October (8-week) and 13 November (4 week).

Full details can be found [here](#).

- ***I have a disability (including specific learning difficulties). How will I be able to join in with online classes?***

If you have a disability (including specific learning difficulties), our Disability and Dyslexia Services team can advise you on the [support available](#) to you to enable you to participate. We would encourage you to [register](#) with the team as soon as possible so we can assess your support needs.

If you have approval for Specialist One to One Study Skills Support through the Disability Support Allowance, the team will be in contact with you at the start of term to arrange your support sessions with one of our Academic Advisers. Alternatively, you can [contact them](#) directly to arrange this. It is probably best to wait until you have your timetable, so that sessions can be planned to fit around your learning activities.

- ***The degree I have chosen normally provides accreditation by a professional body. Will this still be available if I study online/start in January?***

The LLB is a qualifying programme for those seeking to become a solicitor or barrister in England and Wales. This will apply to September and January start dates. It will meet all professional body requirements.

Accreditation arrangements for all undergraduate Management courses will be the same, whether you choose to start in September or in January.

Subject to agreement by the relevant professional body, we do not expect any changes to postgraduate course accreditation.

- ***My country does not recognise online degrees, will my degree certificate show that I studied part of my degree online?***

Royal Holloway does not offer an online degree and this is not an online degree. All courses will have a combination of face-to-face and online activity during the academic year 2020/21. This combination means that even if you are not able to arrive on campus for the start of term, or social distancing measures are in place, you won't miss out and will still be able to begin your studies. Our expectation is that when you are able to travel to campus you will join us in person at Royal Holloway and, provided you have kept up with your studies, join in the class in person with academics and class mates that you will have met while studying remotely. Our aim is to support you to be an active learner wherever you are based, and we place great emphasis on interaction with staff and other learners.

Information about your specific course

Our flexible approach applies to all of our courses but we are adapting it to make sure that the specific needs of each subject are met.

- ***Music, Media Arts, Drama, Theatre and Dance***

We are giving priority to delivering practical modules in music venues, theatres, TV studios and PC laboratories. If you are not able to travel to campus for the start of term, you will have flexible alternatives, such as live-streamed masterclasses or remote access to PC laboratories. Lectures and film screenings will mostly be offered as online activities for everyone, with a lecturer present to answer follow up questions or provide further detail. We are also drawing inspiration from the relevant industries to develop our approach further.

- ***Classics, English, History, Modern Languages, Literatures and Cultures***

You will have a weekly online contact hour with a lecturer where you will be able to discuss recorded material already viewed at a time and place of your choosing. You'll then be able to build your learning further, in discussion with a tutor and your classmates, in a face-to-face session. Seminars will be delivered in a 'hybrid classroom' format, with half the class working face-to-face and the other half on-screen, livestreaming into the session; fully present in the class and discussion. This combined approach means that if you are studying remotely, you won't miss out and will be able to join in online until you are able to come to campus. If you are on campus, you will take part online/face-to-face on alternate weeks. Everyone will be able to engage in the type of learning and discussion you'd expect from a Humanities degree.

- ***Biological Sciences, Computer Science, Earth Sciences, Electronic Engineering, Geography, Maths, Physics, Psychology***

Science and Life Sciences courses, including those with an environmental focus (such as Geography or Earth Sciences) will require you to develop your laboratory and experimental skills. To support this, we will run on campus practical sessions, with some online delivery. Don't worry if you need to begin your course online. We will support you by offering some catch up, face-to-face laboratories in term 3 or through online sessions. Practical sessions to develop IT and numerical skills for these courses will be delivered both face-to-face and online. Where possible, we will run our usual field trips, but we have plans to change destinations or offer virtual field trips if we need to. Lectures and seminars will be through a mixture of face-to-face and online delivery.

- ***Law and Social Sciences***

If you are studying a Law or social science-related course on campus, at least 50% of your contact time will be face-to-face. That will increase to 100% for most postgraduate courses, where all classroom-based teaching will take place on campus (whether that's Egham or central London). Every week, each module will provide specific sessions and resources which lay the foundations of the topic (usually provided online). You will also be able to consolidate your knowledge (face-to-face), evaluate your progress in small tutor-led groups (usually face-to-face) and work together to apply your knowledge as a team (again, face-to-face). All courses will include extra structured, small group learning activities which will help you to build a community with your fellow students.

If you are not able to travel to campus for the start of term, don't worry. There will always be online equivalents as well as recordings to allow you to catch up in your own time. Tutors will hold face-to-face support sessions to answer your questions, but these will also be offered online, so you'll be able to engage with them no matter what situation you find yourself in. If you're not able to be on campus from week one, you will also have a designated 'catch-up tutor' to support you.

- ***Business and Management***

We have accelerated future plans to innovate, and introduced them for entry 2020/21. For each module you will now have a learning experience that will combine face-to-face and online activity.

You will experience the more traditional university learning through smaller face-to-face sessions. These will focus on activities and short presentations to recap and reinforce earlier guided online learning.

You will also learn through guided online study and a series of lectures, online exercises, readings and activities. This approach gives you the flexibility to study at your own pace, wherever and whenever you want. There will be activities such as live debates and Q&A sessions with our academic staff, and you will be able to benefit from small group teaching and collaboration. To keep everyone safe, these will be delivered through MS Teams for Education. Because we are adopting a combined approach, you will still have the opportunity to ask questions of your tutor and work on exercises with your classmates face-to-face. If you're not able to come to campus, you'll be able to join in online, and join the group in person when you are able to travel to campus.

You'll also have support from our academic staff and be able to virtually meet your lecturers for one-to-one feedback hours. The result will be a new way of learning that is more flexible, effective and compatible with different learning styles, but which retains the benefits of a 'traditional' university education. Our approach also means that if you are not able to arrive on campus in September, you will still be able to participate fully.

- ***Who can I contact for more information?***

Please contact the relevant member of staff below for more information. Please note these colleagues will be able to help with questions primarily focused on the specifics of your course. For questions about student life, or Admissions-related queries about qualifications or visas, please use these FAQs or our general [FAQs](#).

For postgraduate enquiries please contact:

- [Dr Kevin Clemitshaw](#) Biological Sciences, Earth Sciences, Geography and Psychology
- [Dr Yu Zheng](#) Business and Management
- [Professor Tim Armstrong](#) Classics, English, History and Languages, Literature and Cultures
- [Professor Stephen Wolthusen](#) Computer Science, Electronic Engineering, Information Security, Mathematics and Physics
- [Dr Anthony Richards](#) / [Dr David La Rooy](#) Economics, Law, Criminology and Sociology, Politics and International Relations, Philosophy and Social Work
- [Dr George Guo](#) Drama, Theatre and Dance, Media Arts and Music

For undergraduate enquiries please contact:

- [Josie Adams](#) Accounting and Finance
- [Dr Becky Thomas](#) Biological Sciences
- [Dr Derrick Chong](#) Business and Management
- [Dr Siobhan Chomse](#) Classics
- [Professor Gregory Gutin](#) Computer Science
- [Dr Prarthana Purkayastha](#) Drama, Theatre and Dance
- [Dr Amy Gough](#) Earth Sciences
- [Dr Philip Neary](#) Economics
- [Dr Stefanie Kuenzel](#) Electronic Engineering
- [Professor Finn Fordham](#) English
- [Dr Alasdair Pinkerton](#) Geography
- [Dr Robert Priest](#) History
- [Dr James Kent](#) Languages, Literatures and Cultures (including Comparative Literature and Culture, and Liberal Arts)
- [Dr Leonardo Oliveira](#) Law, Criminology and Sociology
- [Dr Yiftach Barnea](#) Mathematics
- [Dr Alfie Bown](#) / [Chris Hogg](#) Media Arts
- [Dr Tim Summers](#) Music
- [Dr Neil Gascoigne](#) Philosophy
- [Dr Andrew Casey](#) Physics
- [Dr Will Jones](#) Politics and International Relations
- [Dr Rob Hughes](#) Psychology

Arriving on campus

- ***What arrangements will be in place to support my arrival on campus?***

We will be offering scheduled campus orientation sessions. You will be able to book a place via the Royal Holloway Welcome guide on our Student App, which will also give you lots of other induction information.

If you have booked accommodation on campus, we will send you arrival information nearer the time.

If you are arriving from outside the UK, you should note that the UK government currently (at 18 August) requires that you will not be allowed to leave the place you are staying for the first 14 days you are in the UK unless you arrive from one of the exempt countries. This is known as 'self-isolating' but has also been referred to as 'quarantine'. You can read the UK government's information [here](#), which includes details of the [exempt countries](#).

You can travel to the place where you are staying, and details of the travel arrangement Royal Holloway has in place to help all students arriving in the UK are available [here](#).

If you have an allocated place in one of our halls of residence on campus, we will provide you with accommodation for your 14 days of self-isolation. The first date this accommodation will be available to you is Tuesday 1 September. If you arrive to campus before Tuesday 1 September, we may not be able to provide you with accommodation for your 14 days of self-isolation and you will not immediately be able to move into your allocated place in one of our halls of residence on campus.

- ***I am travelling from outside the UK and want to arrive on campus early.***

The UK government currently (at 18 August) requires that if you arrive in the UK from overseas you will not be allowed to leave the place you are staying for the first 14 days you are in the UK. This is known as 'self-isolating' but has also been referred to as 'quarantine'. If you arrive from one of the exempt countries you do not need to self-isolate. You can read the UK Government's information [here](#), which includes details of the [exempt countries](#).

You can travel to the place where you are staying, and details of the travel arrangements Royal Holloway has in place to help all students arriving in the UK are available [here](#).

If you have an allocated place in one of halls of residence on campus we will provide you with accommodation for your 14 days of self-isolation. The first date this accommodation will be available to you is Tuesday 1 September. If you arrive to campus before Tuesday 1 September, we may not be able to provide you with accommodation for your 14 days of self-isolation and you will not immediately be able to move into your allocated place in one of our halls of residence on campus.

- ***What support will be available to me if I arrive on campus after the start of term?***

You will still be able to use the Royal Holloway Welcome guide on our Student App to book a place on one of our scheduled campus orientation sessions. The Student App will also give you lots of other induction information

If you have booked accommodation on campus, we will send you arrival information nearer the time.

If you are arriving from outside the UK, you should note that the UK government currently (at 18 August) requires that you will not be allowed to leave the place you are staying for the first 14 days you are in the UK. This is known as 'self-isolating' but has also been referred to as 'quarantine'. You can read the UK Government's information [here](#), which includes details of the [exempt countries](#).

If you have an allocated place in one of halls of residence on campus we will provide you with accommodation for your 14 days of self-isolation.

- ***If I arrive after the start of term, how will I be able to meet people and make new friends?***

If you are not able to travel to campus for the start of term, you can start your course online where you live. You will be able to take part in face-to-face activities such as small group seminars and tutorials using online platforms such as Microsoft Teams for Education, joining in with classmates who are on campus as well as with classmates who are, like you, also online. When you arrive on campus, you will already know your classmates and be ready to get to know them face-to-face.

If you have booked accommodation on campus, you can expect to be living with students from other courses.

You will also be able to get to know other students by joining in a range of social activities – both online before and after you arrive, and face-to-face on campus.

- ***What support will be available to me if I get sick or have to self-isolate, for example, how will I get food?***

For health and wellbeing support, our [Student Advisory & Wellbeing team](#) can be contacted and will be able to offer online 1-2-1 meetings and support online. This includes specific support for overseas students from our [international student support](#) team.

You will be able to order food from our campus shop, for delivery to your accommodation. Local delivery companies also deliver from local restaurants.

If you are well enough, you will also be able to continue your course online and take part in a range of online activities, re-joining other students face-to-face when you have recovered.

Accommodation

- ***If I begin my course in September, but don't arrive on campus until later in the year, will I be able to secure university accommodation? If so, how/when do I apply for it?***

Accommodation will be available for courses that start in September 2020 and January 2021. If you have a contract for a September 2020 start but have to delay your arrival on campus because of COVID-19 restrictions, we will amend the contract dates to suit your course dates. The usual eligibility criteria still apply.

- ***If I begin my course in January 2021, will I be able to secure university accommodation?***

Yes, accommodation will be available for courses that start in September 2020 and January 2021. Full details of the application process can be found on our [website](#). The usual eligibility criteria still apply.

- ***If I begin my course in January and secure university accommodation, will I be able to stay in it until my course finishes?***

Yes. We will provide options for staying in halls of residence for courses that start in September 2020 and January 2021. Contracts will still run for a year and reflect the needs of your course.

- ***Will I be guaranteed accommodation on campus if I want to study at Royal Holloway in September 2020?***

The deadline dates for our accommodation guarantees have now passed. If you have not yet applied for a place in university accommodation, you can still apply but availability may be more limited. You will be placed on a waiting list, until a room becomes available.

If you met the criteria for our accommodation guarantee and applied by the guarantee deadline, you will receive your offer of accommodation soon.

- ***Will I be guaranteed accommodation on campus if I want to study at Royal Holloway in January 2021?***

The deadline dates for our accommodation guarantees have now passed. If you have not yet applied for a place in university accommodation, you can still apply but availability may be more limited. You will be placed on a waiting list until a room becomes available.

If you met the criteria for our accommodation guarantee and applied by the guarantee deadline, you will receive your offer of accommodation soon.

- ***What happens if I want to start in January 2021 but didn't meet the accommodation guarantee deadline?***

You will still be able to apply for accommodation. Availability may be more limited and we may need to place you on a waiting list until a room becomes available.

- ***I have applied for a course that is delivered at Royal Holloway's central London campus. If I start my course online in September 2020 and travel to the campus later in the term, will I still be able to secure accommodation in central London?***

Royal Holloway accommodation in central London is very limited and accommodation contracts in central London are not flexible. If you choose to start your course online, you may wish to consider applying for accommodation on the Egham campus (just under an hour by train from the central London campus) or seeking private accommodation in central London. If you haven't been able to make accommodation arrangements prior to travelling to the London campus, please visit the [University of London intercollegiate halls webpages](#) for information and support on finding accommodation in central London.

- ***I have applied for a course that is delivered at Royal Holloway's central London campus. If I choose to start my course in January 2021, will I still be able to secure accommodation in central London?***

Royal Holloway accommodation in central London is very limited and we do not currently have any secured places in central London for a January 2021 start. Please visit the [University of London intercollegiate halls webpages](#) for information and support on finding accommodation in Central London. Alternatively, you may wish to consider applying for accommodation on the Egham campus (just under an hour by train from the central London campus).

- ***What is the timetable for applying for accommodation?***

We are already accepting applications for accommodation.

The deadline dates for our accommodation guarantee have now passed. If you have not yet applied for a place in university accommodation, you can still apply but availability may be more limited. You will be placed on a waiting list until a room becomes available.

If you met the criteria for our accommodation guarantee and applied by the guarantee deadline, you will receive your offer of accommodation shortly.

- ***Will social distancing requirements result in any changes to life in university accommodation?***

The pandemic means we are all having to do familiar things in different ways. We want you to have a great student experience and we are doing everything we can to help to ensure we keep you and the whole campus community safe. The adjustments we're making will be compliant with Government guidelines and some of the changes you might see are, for example, in catered accommodation, we are reviewing dining arrangements and this may result in longer opening hours; dedicated tables for students from the same flat and screens at tills. Your ability to get healthy, tasty and affordable meals will not change. You can also still expect to take part in a range of social activities.

- ***How can I be sure that everyone I live with will follow the rules to help prevent the spread of coronavirus?***

Everyone has a part to play to in ensuring the safety of the whole community. We will provide guidelines to help everyone understand how to live together safely and our Hall Life team will work with all residents to ensure they understand what is required.

- ***I have applied to live in catered accommodation, how will social distancing work in the dining room?***

We are reviewing dining arrangements to ensure that we comply with social distancing guidelines. This may, for example, result in longer opening hours; dedicated tables for students from the same flat and screens at tills. Your ability to get healthy, tasty and affordable meals will not change.

- ***Will I be expected to live with the same group of students that I study with?***

We will keep plans under review in the light of government guidelines. We currently expect to be able to offer you accommodation, sharing with students from other courses.

Commuting to campus

- ***I am planning to live at home and travel to campus on a regular basis. I want to avoid travelling by public transport during busy times. Do you have any advice for me?***

We provide bicycle racks and storage areas for people who would prefer to cycle to campus.

If you plan on driving to campus, you will be able to park free of charge and we are also working to increase car parking capacity to make it easier to find a space.

If you need somewhere to go between classes, there are a variety of social and study spaces on campus. This year, we will also be providing an area where students who commute to campus will be able to sit and prepare meals, allowing you more flexibility in your day.

- ***I am planning to live at home and travel to campus for face-to-face classes. If I have free time between classes, what options will I have?***

If you need somewhere to go between classes, there are a variety of social and study spaces on campus. This year, we will also be providing an area where students who commute to campus will be able to sit and prepare meals, allowing you more flexibility in your day.

Health and safety on campus

- ***What precautions are you taking to make sure that the campus is Covid-19-secure?***

At Royal Holloway, we are proud of providing a safe, friendly and inclusive community. The pandemic has impacted every aspect of our lives and we take our responsibility to keep you safe very seriously.

With this in mind, we are making a number of practical changes. These include reducing the capacity of teaching rooms and changing room layouts to facilitate social distancing; more pedestrian space and adding signage to help you to navigate the campus safely. Additional cleaning has been introduced, hand sanitiser will be provided in key locations around campus and you will be encouraged to wash your hands regularly.

In the UK, face coverings are currently only compulsory in specific circumstances – mainly in shops and when using public transport. The UK Government's guidelines on face coverings is explained [here](#) and we advise you to read them before you travel to campus in case they change.

Wearing a face covering does not offer protection to the user however, it does help to reduce the risk of the spread of infection. By wearing a face covering you help to protect others and play your part in helping to protect the whole campus community. We will be encouraging everyone on campus to wear face coverings when they feel it's appropriate to do so. You will be able to buy face coverings in our campus shop.

We know that this may be a worrying time for many students and our health, wellbeing and academic support teams will be available to speak to you in person and online.

- ***How will you manage social distancing in the classroom and around campus?***

We have reduced the capacity of teaching and learning spaces to facilitate social distancing. Furniture and room layouts are being changed to support this. By combining these changes and the introduction of online learning activities our goal is to provide you with high quality teaching and learning support and a positive student experience, within the context of the pandemic, so that you can succeed in your goals.

Social spaces will have reduced capacity in response to the requirements of social distancing, but we are working hard to make more spaces available so that you can still meet up, face-to-face, with friends.

We may also limit the number of students entering particularly busy areas and manage movement around campus, with additional signage, to help you to navigate the campus safely.

- ***Will staff and students be expected to wear masks or face coverings on campus?***

In the UK, face coverings are currently only compulsory in specific circumstances – mainly in shops and when using public transport. The UK Government's guidelines on face coverings is explained [here](#) and we advise you to read them before you travel to campus in case they change.

Wearing a face covering does not offer protection to the user however, it does help to reduce the risk of the spread of infection. By wearing a face covering you help to protect others and play your part in helping to protect the whole campus community. We will be encouraging everyone on campus to wear face coverings when they feel it's appropriate to do so. You will be able to buy face coverings in our campus shop.

- ***Will I be able to buy face coverings ('face masks') and hand sanitiser?***

Yes, face coverings and hand sanitiser will be available for sale in our campus shop. They are also likely to be available in other shops in the local area.

- ***My parents are concerned about my safety. Is there anyone they can contact to talk through their concerns?***

Parents and supporters are welcome to contact the [Student Advisory & Wellbeing](#) team to talk through general concerns. If they wish to talk more specifically about your personal circumstances, we will need your consent to talk to them.

- ***I am an international student and will be travelling to campus from overseas. When I arrive, will I need to spend time in quarantine before I join my course?***

The UK Government currently (at 18 August) requires that if you arrive in the UK from some countries you will not be allowed to leave the place you are staying for the first 14 days you are in the UK. This is known as 'self-isolating' but has also been referred to as 'quarantine'. You can read the UK Government's information [here](#), which includes details of the [exempt countries](#).

You can travel to the place where you are staying, and details of the travel arrangements Royal Holloway has in place to help all students arriving in the UK are available [here](#).

- ***Where can I stay while I self-isolate or 'quarantine' during the first 14 days I am in the UK?***

If you have an allocated place in one of our halls of residence on campus we will provide you with accommodation for your 14 days of self-isolation.

During your 14 days of self-isolation, we will ensure that you have access to food and support, and you will be able to start or continue with your studies online and join in activities online.

At the end of the 14 days, if you do not develop Covid-19, you will then be able to move into your allocated room in our halls of residence on campus. When you move into your allocated room in our halls of residence, you will be able to join in the face-to-face classes for your course.

If you develop Covid-19 symptoms during your period of self-isolation, you will be able to access support and advice from our [Student Advisory & Wellbeing team](#).

- ***If I have to do 14 days of self-isolation, or 'quarantine', will I be able to move into my allocated room in my hall of residence as soon as I arrive on campus?***

The health and safety of our whole campus community is our number one priority. It can take up to 14 days for the symptoms of coronavirus to develop and during that time it is important that anyone at risk of developing Covid-19 is isolated.

We will provide you with accommodation for the full period of your self-isolation. We will ensure that you have access to food and support and you will be able to start or continue with your studies online while you are in self-isolation. You will also be able to join in activities online.

At the end of the 14 days, if you do not develop Covid-19, you will then be able to move into your allocated room in our halls of residence on campus.

If you develop Covid-19 symptoms during your period of self-isolation, you will be able to access support and advice from our [Student Advisory & Wellbeing team](#).

- ***Will I have to pay for accommodation while I am in 14 days of self-isolation?***

During the period of self-isolation, we will provide you with accommodation. The charge for this will be around £150 for the 14 days. This will include some food basics for when you arrive, and we will support you so that you can buy your own food for the rest of the time you are in self-isolation.

If you have an allocated place in one of halls of residence on campus you will start to pay for your accommodation from the day you move into that room, so you won't pay twice for accommodation.

- ***I will be living in private accommodation that is not on campus. What support is available to me so that I can complete my 14 days of self-isolation?***

You will need to complete your 14 days of self-isolation at your accommodation. You will be able to set up an online delivery service from one of the UK's supermarket chains. The largest chains are: Tesco, Asda, Sainsbury's, Morrisons, Aldi, Co-Op, Lidl and Waitrose. Food delivery companies also work with local restaurants and can deliver prepared food to you.

You will be able to start or continue your course online and join in activities online during your period of self-isolation.

If you develop Covid-19 symptoms during your period of self-isolation, you will be able to access support and advice from our [Student Advisory & Wellbeing team](#)

- ***I have booked University of London accommodation. What support will be available to me for my 14 days of self-isolation (also called 'quarantine)?***

You can find out more information on intercollegiate halls for University of London [here](#).

If you need help or support at any time during your studies you will also be able to contact the [Student Advisory & Wellbeing team](#).

- ***What support will be available to me if I arrive on campus after the start of term and then have to do 14 days of self-isolation?***

If you have an allocated place in one of halls of residence on campus, we will send you arrival information nearer the time. You will also be able to access the Welcome app which will give you information about life on campus, your studies and living in halls.

Our Welcome app contains information for international students and you can also contact our [International Office](#) for advice and support. The International Office will also help international students with [travel arrangements to campus](#).

Once you arrive on campus, we will provide you with accommodation and support while you complete your 14 days of self-isolation. There is a cost for this accommodation, around £150 for the 14 days, but you will only start to pay for your allocated place in your hall of residence when you move into your room, so you won't pay twice. You will be able to start or continue your course online and join in activities online during your period of self-isolation.

At the end of the 14 days, if you do not develop Covid-19, you will then be able to move into your allocated room in our halls of residence on campus. When you move into your allocated room in our halls of residence, you will be able to join in the face-to-face classes for your course. You will also be able to book onto a campus orientation where a student peer will show you around the campus. Our Hall Life team will help you transition into your new accommodation and help you to meet other students in your accommodation.

Student experience

- ***If social distancing is in place, what can I expect from the campus experience?***

At Royal Holloway, we are proud of providing a safe, friendly and inclusive community. The pandemic has impacted every aspect of our lives and we take very seriously our responsibility to keep you, and our whole campus community, safe. While we would expect there to be less opportunity for large gatherings on campus, we are developing a range of activities. These will take account of UK Government guidance.

Activities will include opportunities to stay active as well as activities organised by our Students' Union clubs and societies. Some groups will be able to offer a face-to-face experience, within social distancing guidelines, while others may offer a more virtual experience. More information on this will be available in the summer on the Students' Union online [coronavirus hub](#). You will also be able to take part in activities like Hall Life events; volunteering; faith and departmental groups. The pandemic means we are all having to do familiar things a bit differently, so there will be some changes to how clubs and societies operate, but our goal is to provide you with a positive and vibrant student experience, within the guidelines of what is safe for the whole campus community.

- ***Will I still be able to meet up with friends in cafes and other social spaces on campus?***

You can be confident that you will be coming to a lively campus with lots for you to get involved in. We expect a range of cafes and social spaces to be open but with reduced capacity, in line with government guidelines on social distancing. We are also working hard to increase the number of social spaces on campus to provide more students with safe opportunities to meet face-to-face.

- ***What facilities like cafes and bars will be open on campus?***

We expect a range of cafes and social spaces to be open but with reduced capacity, in line with government guidelines on social distancing. We are also working hard to increase the number of social spaces on campus to provide more students with safe opportunities to meet face-to-face.

- ***If I am not able to come to campus for the start of term, how will I be able to make new friends and benefit from studying with people from lots of different countries and cultures?***

In the opening weeks of term, we offer a peer-to-peer programme to support all new undergraduate students with the transition to university life. The programme is centred on community building and signposts other opportunities to build friendship groups. This support will be available, whether you start your course online or on campus. The Royal Holloway Welcome App and Microsite will be available from July and will explain how you can connect with other Royal Holloway students.

- ***If I am not able to come to campus, what academic and welfare support will be available to me?***

You will be able to access all of our student support services, whether you are on campus or not. Our Welcome App, which will be available from July, will provide details of all the available services.

- ***If I am not able to come to campus, will I still be able to engage with the Students' Union?***

Yes. The Students' Union will be offering many of their core services in a digital format. This means you can get advice on housing and academic issues through their Advice Centre, join groups online and take part in virtual activities or have your say on issues affecting you at university. The Students' Union has created an [online coronavirus hub](#) which gives more detail about which services are available and how to access them.

- ***Will I be able to join the gym, play sport or join in exercise classes?***

Yes, Royal Holloway Sport are planning a range of opportunities for students to stay active. All of our services, including the gym, will be operating in line with government guidelines on social distancing. This will impact capacity for some services but Royal Holloway Sport are also developing a virtual offering to make sure that you still have plenty of opportunities to stay physically active. Follow @RHULSport on social media for the latest information.

- ***If I am not able to come to campus, will I be able to join any clubs and societies? And if so, how will I engage with them?***

Yes, you will still be able to join clubs and societies but, because of the pandemic, the look and feel of the activity will differ from group to group.

Some groups will be able to offer a face-to-face experience within social distancing guidelines while others may offer a more virtual experience. More information on this will be available in the summer on the Students' Union [online coronavirus hub](#). You will also be able to take part in activities like Hall Life Events; volunteering; faith and departmental groups. These will all be delivered slightly differently but in line with social distancing guidance.

- ***I was hoping to be able to secure a part-time job on campus. Will these opportunities be available?***

We expect to be able to continue to offer part-time jobs on campus. The exact number and nature of jobs will depend on UK government guidelines. Our Careers Service has very good connections with local employers and we continue to liaise with these employers to identify and promote opportunities in the local area. The Careers Service also provides a range of alternative volunteering roles, which will provide valuable experience and skills development.

- ***Who can I talk to if I am worried about my health and wellbeing?***

All of our student support teams will continue to provide wellbeing support and advice, whether you are studying in person or online. The [Student Wellbeing](#) team act as a first line service and support all students with general wellbeing. The advisers will listen to your concerns and co-ordinate the right support for you.

Most of our support services will be available both online and face-to-face. This includes our mental health service (although full counselling is only available face-to-face in person on campus). Our GP Surgery also offers appointments with doctors and nurses on campus and online.

We have a range of support videos and other resources for you to use when you need them.

We can help you to get in touch with other support services too.

Study skills support

- ***What support will be available to me if I start my course online?***

We will offer a support package which is tailored to the needs of students who are studying online. Every student will be allocated and supported by a personal tutor.

We will also provide additional support to help all students understand how you can get the best from the technology we will be using to support your studies. Students who are not able to come to campus for the start of the academic year will receive extra support so that you are confident joining classes remotely. Throughout your course, our academic and wellbeing services will all be available online as well as on campus.

Our academic study skills programme supports students in developing study skills through a range of workshops, tutorials, drop-in sessions and peer-led activities. This programme is provided both face-to-face and online.

Our Student Support Centre and School Offices can also help with specific enquiries. They will be available online (as well as face-to-face when you arrive on campus).

- ***Will I be able to access any additional learning support when I study online?***

Much of the support which is available on campus will also be available online. This will include our academic skills programme, which supports students in developing their study skills and extra support to help you understand how to get the best from the technology we will be using to support your studies. As well as face-to-face support, our library provides online help with finding and using library resources, including through a virtual chat service, online workshops and bookable tutorial appointments.

For specific enquiries, you will also be able to contact our Student Support Centre and School Offices electronically (as well as face-to-face when you are on campus).

If you have been approved Specialist One to One Study Skills Support through Disabled Students Allowance (DSA), our Disability and Dyslexia Services team will be in contact with you at the start of term to arrange your support sessions with one of our Academic Advisers. Alternatively, you can [contact them](#) directly to arrange this. It is probably best to wait until you have your timetable, so that sessions can be planned to fit around your lectures and seminars.

- ***If access to social and study space is limited, what opportunities will I have to access peer support to help me with any aspects of my studies I'm struggling with?***

Some of your face-to-face classes will take place in small groups and will provide opportunities for peer to peer learning (e.g. through formalised group work). This will give you the chance to get to know and work with other students from your course. You will also be able to access support through our [peer guides](#), who will be contactable online as well as face-to-face.

- ***I feel like I have missed out on a lot of schooling. What support will be available to help me to catch up?***

We are used to supporting students who, for various reasons, have missed some schooling and we have a full range of services to provide additional support, face-to-face and online.

Undergraduate applicants have the chance to make use of our supportive general and subject-specific study skills resources, via our Applicant Activity Hub. We have sent you a link to access this.

More guidance on ways to prepare for your study will be made available to you once your place with us is confirmed.

During the first few weeks of term, academic staff will have the opportunity to get to know you and you will be able to talk to them about any gaps in your knowledge. Some departments will offer catch-up seminars/tutorials to help you to recap on any missed material. You will also be able to access support through our [peer guides](#), who will be contactable online as well as face-to-face.

If you are registered with the Disability and Dyslexia Services, you may also be able to access skills support through their Academic Advisers

- ***I have dyslexia, how will I be able to use technology like MS Teams?***

Microsoft Teams for Education is fully accessible to students. Our Disability & Dyslexia Team will be providing support and guidance on using the accessibility tools to meet your needs.

Careers support and part-time work

- ***Will I still be able to get support to help me secure a job after graduation?***

Yes. You will be able to access all Careers resources, whether you are on or off campus.

Appointments with our Careers Consultants can take place via video/phone or MS Teams for Education and we can provide digital access to a full range of employer events. These events are also recorded so you will be able to refer to them whenever you want.

Our careers vacancies platform lists thousands of jobs – we actively source graduate and entry level roles. We manage vacancies received directly from employers and offer themed weeks for Careers during the year. The Careers Service also supports a range of placement opportunities during your studies and following graduation.

- ***Will I be able to get help to secure a part-time job?***

Yes, whilst the availability of part-time jobs is currently uncertain, we expect the situation to become clearer in the next few months.

Our Careers Service has very good connections with local employers and we continue to liaise with local employers to identify and promote opportunities.

The Careers Service also provides a range of alternative volunteering roles, which will provide valuable experience and skills development.

London campus

- ***My course is on the London campus, will I get the same support as people on the other campus?***

Students studying at the London campus will receive the same support as those studying in Egham. Following recent investment in our digital infrastructure, many of our services are also available online. We continually review the support we provide to our students to ensure our student experience is of the highest quality possible.

- ***What are you doing to keep the London campus clean and safe from coronavirus?***

At Royal Holloway, we are proud of providing a safe, friendly and inclusive community. The pandemic has impacted every aspect of our lives and we take our responsibility to keep you safe very seriously. With this in mind, we are making a number of practical changes. These include reducing the capacity of teaching rooms and changing room layouts to facilitate social distancing; more pedestrian space, organising campus to make it easier for people to move around and adding signage to help you to navigate the campus safely. Additional cleaning has been introduced, hand sanitiser will be provided in key locations and you will be encouraged to wash your hands regularly.

In the UK, face coverings are currently only compulsory in specific circumstances – mainly in shops and when using public transport. The UK Government’s guidelines on face coverings is explained [here](#) and we advise you to read them before you travel to campus in case they change.

Wearing a face covering does not offer protection to the user however, it does help to reduce the risk of the spread of infection. By wearing a face covering you help to protect others and play your part in helping to protect the whole campus community. We will be encouraging everyone on campus to wear face coverings when they feel it’s appropriate to do so. You will be able to buy face coverings in the shop at our Egham campus.

- ***Will I have to wear a face mask or face covering in London all the time?***

In the UK, face coverings are currently only compulsory in specific circumstances – mainly in shops and when using public transport. The UK Government’s guidelines on face coverings is explained [here](#) and we advise you to read them before you travel to campus in case they change. More information is available [here](#).

Wearing a face covering does not offer protection to the user however, it does help to reduce the risk of the spread of infection. By wearing a face covering you help to protect others and play your part in helping to protect the whole campus community. We will be encouraging everyone on campus to wear face coverings when they feel it’s appropriate to do so. You will be able to buy face coverings in the shop at our Egham campus.

- ***What clubs, societies and other social activities will be available to me if I am studying in London?***

As a Royal Holloway student studying at our London campus you are entitled to join both the [Royal Holloway Student Union](#) and [Student Central](#).

Student Central is the official University of London Students’ Union, catering to the needs of around 120,000 students of the University of London. Even though you are a Royal Holloway student you are also part of the University of London which entitles you to membership. Membership is free and gives you access to a wide range of sports and societies. In addition there are online tickets to events and a number of bars.

Royal Holloway Students’ Union (RHSU) is based on our Egham campus and membership is available to all Royal Holloway students. The Royal Holloway Students’ Union offers a range of support mechanisms to Royal Holloway students, ensuring you are supported in your learning activities. RHSU also take an active part in ensuring the needs of Royal Holloway students are met through class representatives and through representation on the Academic Board. In addition the RHSU offers a range of sports, societies and events.

Both Student Central and RHSU are adapting their offer to facilitate social distancing. Initially, this may restrict access to some facilities but we expect more options to open up as government restrictions ease. You will still be able to join clubs and societies but, because of the pandemic, the look and feel of the activity will differ from group to group. Some groups will be able to offer a face-to-face experience within social distancing guidelines while others may offer a more

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virtual experience. More information on this will be available in the summer on their online [coronavirus hub](#).

Each Union will update its members through emails and/or their website.