



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

Undergraduate and postgraduate courses

Study options and start dates (undergraduate and postgraduate)

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

For the academic year 2020/2021 all our courses combine face-to-face and online teaching and learning support. This combination means that our students have been able to confidently choose to study with Royal Holloway. If travel restrictions have meant they are not able to arrive in the UK for the start of term, or social distancing measures are in place on campus, they won't have missed out on beginning their university course.

Can I still apply to start a course during the academic year 2020/21?

A number of our postgraduate taught courses offer a second start date in January 2021, and are still open for new applications, with an application deadline of 27 November 2020. These are:

MSc Accounting and Financial Management
MSc Entrepreneurship and Innovation⁺
MSc Digital Innovation and Analytics
MSc Digital Marketing
MSc Human Resource Management
MSc International Management
MSc International Management (Marketing)
MSc Artificial Intelligence*
MSc Data Science and Analytics*
MSc Engineering Management
MSc Information Security*
MSc Project Management

* includes "with a Year in Industry" version.

⁺ Includes "with a Year in Business" version.

Please note we are **not** accepting new applications for Royal Holloway undergraduate courses starting in January 2021. However, if you are interested in Economics; Computer Science; Electronic Engineering or Business and Management, you may like to consider one of the International Year One (IY1) programmes offered by our pathway partner, Study Group. Study Group offers a January 2021 start option for each of these courses. You will have the opportunity to continue your studies at Royal Holloway as an undergraduate after successfully completing your International Year One.

We are also now accepting applications for both undergraduate and postgraduate courses starting in September 2021. Please visit our [Find your course pages](#) for more information.

- ***I am, or am thinking about, starting a course with you in January 2021. Will it 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 classmates, and when you arrive in the UK and on campus, you will be able to join in classes in person with the academics and classmates 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.

- ***I live outside of the UK and don't know if I will be able to come to campus in January 2021, 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 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.

- ***I live in the UK and I don't know if I will be able to come to campus in January 2021, what do I do?***

If you are resident in the UK, we are expecting to be able to welcome you to campus in January 2021. 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 in January 2021?***

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.

- ***I am interested in starting an undergraduate course in January 2021. Are there any options for me?***

We are **not** accepting new applications for Royal Holloway undergraduate courses starting in January 2021. However, if you are interested in Economics; Computer Science; Electronic Engineering or Business and Management, you may like to consider one of the International Year One (IY1) programmes offered by our pathway partner, Study Group. Study Group offers a January start option for each of these courses. You will have the opportunity to continue your studies at Royal Holloway as an undergraduate after successfully completing your International Year One.

We are also accepting applications for both undergraduate and postgraduate courses starting in September 2021. Please visit our [Find your course pages](#) for more information.

- ***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 waiting until September 2021. 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.

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 waiting until September 2021. 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.

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

- ***I am an international student aiming for a Royal Holloway degree in Business and Management and I'm interested in studying from January 2021 instead of waiting until September 2021. Are there any options for me?***

Yes, you could consider the Business and Management 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 Business and Management IY1 pathway.

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

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

Yes, you could consider the Electronic Engineering 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 Electronic Engineering IY1 pathway.

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

- ***I want to study at Royal Holloway but I don't want to travel to, or within, 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 have put in place measures designed to help protect everyone on campus.

- ***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.

The final deadline to request a CAS is 1 March 2021. If your travel plans are still uncertain by this date, 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 start my course in January 2021, when will it finish? And will there be any changes to term dates/attendance dates?***

If you have already accepted an offer to begin an undergraduate degree course in January 2021, term starts on Monday 11 January. Enrolment information will be sent out from 1 December, and will include everything you need to know.

For postgraduate courses starting in January 2021, term starts on Monday 11 January, and 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, when I arrive on campus, the UK goes back into lockdown?***

All 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.

- ***Will my course that starts in January 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 term in January, 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.

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 ensure that you can make the most of the current time. This will ensure that you can keep your studies on track and achieve your university goals.

That's why, when you join our January 2021 International Foundation Year programmes, you can choose whether to start your studies on campus or virtually from home. Virtual teacher-led learning 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. You can join us in the UK at any time 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 January 2021 and benefit from a 21-day money back* satisfaction offer. If you would prefer to change your start date to September 2021, 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 the International Study Centre's [study options page](#).

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

**We hope you will be able to travel to the UK and study with us on campus. If, however, you are unable to travel for the whole of your pathway programme you can complete your studies from home by exception and with agreement from the Head of Centre. The university will recognise virtual-only study and assessment for progression to the 2021/22 academic year due to the exceptional circumstances related to COVID-19, with the agreement from the Head of Centre and on the condition that you have met the progression requirements.

- ***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 ensure that you can make the most of the current time. This will ensure that you can keep your studies on track and achieve your university goals.

That's why, when you join our January 2021 International Year one programmes, you can choose whether to start your studies on campus or virtually from home. Virtual teacher led learning 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. You can join us in the UK at any time 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 January 2021 and benefit from a 21-day money back* satisfaction offer. If you would prefer to change your start date to start in September 2021, 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 the International Study Centre [study options page](#).

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

**We hope you will be able to travel to the UK and study with us on campus. If, however, you are unable to travel for the whole of your pathway programme you can complete your studies from home by exception and with agreement from the Head of Centre. The university will recognise virtual-only study and assessment for progression to the 2021/22 academic year due to the exceptional circumstances related to COVID-19, with the agreement from the Head of Centre and on the condition that you have met the progression requirements.

- ***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](#). Together we are working hard to ensure that you can make the most of the current time. This will ensure that you can keep your studies on track and achieve your university goals.

That's why you can choose how you start your studies, either on campus or virtually from home when joining our March 2021 Pre-Masters programmes. Virtual teacher-led learning 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. You can join us in the UK at any time any time 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 March 2021 and benefit from a 21-day money back* satisfaction offer. 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 the options available and virtual teacher led learning and options available to you please visit the International Study Centre [study options page](#).

If you are joining us from September 2021, our aim is for our campus to be fully open for the start of your course and to get you where you want to be, studying at Royal Holloway. Please do check back here and the International Study Centre [study options page](#) regularly for updates on our plans for September 2021.

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

**We hope you will be able to travel to the UK and study with us on campus. If, however, you are unable to travel for the whole of your pathway programme you can complete your studies from home by exception and with agreement from the Head of Centre. The university will recognise virtual-only study and assessment for progression to the 2021/22 academic year due to the exceptional circumstances related to COVID-19, with the agreement from the Head of Centre and on the condition that you have met the progression requirements.

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 are 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 has been well received by our students because it has 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 has been 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 has been 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 has been well received by our students because it has 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 mix 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 in January 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 early in the course will also be repeated in your final term 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 has been 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 started in September 2020?***

All classes will be taught from the same pool of staff, whether students started their course in September or will enrol in 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?***

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. Our pathway provider, Study Group is offering an online programme which begins on 13 November (four-week option).

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 postgraduate degree I am interested in normally provides accreditation by a professional body. Will this still be available if I study online/start 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.

- ***Who can I contact for more information about the content of my course?***

Please contact the relevant member of staff below for more information about courses with a January 2021 start date. 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 for courses with a January start please contact:

- [Dr Yu Zheng](#) Business and Management
- [Professor Stephen Wolthusen](#) Computer Science, Electronic Engineering, Information Security, Project Management

For undergraduate enquiries (only students who have already accepted an offer for a January start) please contact:

- [Josie Adams](#) Accounting and Finance
- [Dr Derrick Chong](#) Business and Management

Arriving on campus

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

We will be offering scheduled campus orientation sessions throughout January. You will be able to book a place via the Welcome guide on our Royal Holloway 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 26 October) 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. Most students will arrive on 9 or 10 January 2021. If you wish to arrive early, please note that the first date this accommodation will be available to you is Tuesday 5 January, when the university re-opens after the Christmas break. You will then be able to start your studies online, joining your classmates face-to-face when you have completed your 14-day quarantine period. If you arrive to campus before Tuesday 5 January, 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 26 October) 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. Most students will arrive on 9 or 10 January 2021. If you wish to arrive early, please note that the first date this accommodation will be available to you is Tuesday 5 January 2021, when the university re-opens after the Christmas break. You will then be able to start your studies online, joining your classmates face-to-face when you have completed your 14-day quarantine period. If you arrive to campus before Tuesday 5 January 2021, 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 Welcome guide on our Royal Holloway 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 26 October) 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.

After you arrive on campus, you will also be able to get to know other students by joining in a range of social activities 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.

Further information is available [here](#).

Accommodation

- ***If I began 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?***

If you already have a contract for a September 2020 start but have had 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 you have not yet applied for accommodation, you can still apply. Full details of the application process can be found on our [website](#), where you will also find our eligibility criteria.

- ***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 January 2021. This will be allocated on a first come first served basis. Full details of the application process can be found on our [website](#), where you will also find our eligibility criteria.

- ***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 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 January 2021?***

If you are starting your course in January 2021, we cannot guarantee a place in university accommodation. You can still apply but availability may be more limited and places will be allocated on a first come first served basis. You may 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 places will be allocated on a first come first served basis. 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 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).

- ***I have applied for a course that is delivered at Royal Holloway's central London campus. If I start my course online in January 2021 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 we do not currently have any secured places in central London for a January 2021 start. In addition, 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.

- ***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. Places will be allocated on a first come first served basis and we may need to place you 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. We have made some adjustments to make sure that we are compliant with Government guidelines. For example, in catered accommodation, we now ask students to eat their meals with others who are living in the same household group. 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 have made some adjustments to dining arrangements to ensure that we comply with social distancing guidelines. For, for example, we now ask students to eat their meals with others who are living in the same household group. 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.

- ***The UK Government has placed restrictions on household mixing. Can I be part of my home household and my College household?***

When you join your flat/house, you form a new household for the purpose of living at university. This 'university household' is subject to the government rules and guidance on numbers and visitors, like any other household. Under current guidelines (at 26 October 2020), you do remain part of the household you were part of prior to joining university – and you can continue to meet them at that household (e.g. for overnight stays to a family home). However, we do ask that you carefully consider any travel, particularly into areas which are subject to more restrictions than the College.

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.

At Royal Holloway, we ask everyone to wear face coverings indoors unless you have a reasonable reason not to. Face coverings must also be worn outdoors in places where it may be difficult to maintain social distancing, such as when waiting to enter a building or when queuing for a bus.

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. 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 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.

At Royal Holloway, we ask everyone to wear face coverings indoors unless you have a reasonable reason not to. Face coverings must also be worn outdoors in places where it may be difficult to maintain social distancing, such as when waiting to enter a building or when queuing for a bus

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.

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 26 October) 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](#).

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. Most students will arrive on 9 or 10 January 2021. If you wish to arrive early, please note that the first date this accommodation will be available to you is Tuesday 5 January 2021, when the university re-opens after the Christmas break. You will then be able to start your studies online, joining your classmates face-to-face when you have completed your 14-day quarantine period. If you arrive to campus before Tuesday 5 January 2021, 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.

- ***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 a full range of support. Details are available [here](#).

Most students will arrive on 9 or 10 January 2021. If you wish to arrive early, please note that the first date accommodation will be available to you is Tuesday 5 January 2021, when the university re-opens after the Christmas break. You will then be able to start your studies online, joining your classmates face-to-face when you have completed your 14-day quarantine period. If you arrive to campus before Tuesday 5 January 2021, 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.

- ***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 a full range of support. Details are available [here](#).

Most students will arrive on 9 or 10 January 2021. If you wish to arrive early, please note that the first date this accommodation will be available to you is Tuesday 5 January 2021, when the university re-opens after the Christmas break. You will then be able to start your studies online, joining your classmates face-to-face when you have completed your 14-day quarantine period. If you arrive to campus before Tuesday 5 January 2021, 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.

- ***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 Royal Holloway app which will give you information about life on campus, your studies and living in halls.

Our Royal Holloway 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 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. A range of cafes and social spaces are open but with reduced capacity, in line with government guidelines on social distancing. We continue to review 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?***

A range of cafes and social spaces are open but with reduced capacity, in line with government guidelines on social distancing. We continue to review 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, 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 Student life guide in the Royal Holloway App provides 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 is 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 offering 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. 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 and current Government restrictions on the number of people who can gather together.

- ***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.

- ***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.

At Royal Holloway, we ask everyone to wear face coverings indoors unless you have a reasonable reason not to. Face coverings must also be worn outdoors in places where it may be

difficult to maintain social distancing, such as when waiting to enter a building or when queuing for a bus.

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](#).

At Royal Holloway, we ask everyone to wear face coverings indoors unless you have a reasonable reason not to. Face coverings must also be worn outdoors in places where it may be difficult to maintain social distancing, such as when waiting to enter a building or when queuing for a bus.

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. 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

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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 their online [coronavirus hub](#).

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