

STUDENT FREQUENTLY ASKED QUESTIONS

When will the College re-open?

The exact re-opening date will be based on up to date Government guidance. Learners and parents can check the most recent and accurate information on the [College website](#).

Will I still get my qualification?

In these unprecedented times the College is committed to supporting all learners to achieve the qualifications they are studying for. There are a number of issues that need to be determined for each qualification, these link to information from learners, staff, awarding organisations and Ofqual. Learners can contact their tutors for specific information on how they can progress their qualification in the near future.

Do I have to do the remote/online learning?

Yes. Remote learning is being planned and monitored by tutors to ensure learners can continue to progress their qualification. Completing this work helps support learners to achieve. If you have questions about the remote learning you should contact your tutors.

Don't worry if you're struggling with resources/ access or the tasks you've been given, we're here to support you as much as we can and will resolve any issues remotely or when you return to College.

How do I know if I am doing enough work to keep on track?

Keep in touch with your tutors. They have the best information and guidance to let you know the amount of work you should be doing.

If you can't get in touch with your tutor let the College know via the [contact us page](#), or email info@eastridingcollege.ac.uk or use Facebook Messenger.

Are all exams cancelled?

Yes, currently all GCSE and A-Level examinations have been cancelled. The College is awaiting further guidance to decide how this issue will be resolved. Your tutors can give you specific details on exams that relate to your programme. You may still be asked to do work to prepare for future assessments.

Will I have to sit GCSE English and Maths retakes in future?

The government have confirmed that exams will not take place in May or June. Current learners will be able to work with staff on remote learning activities to support evidencing your current levels to help support you attaining a grade. We are awaiting further guidance from the examining bodies on the process and we will update current learners as soon as possible. It is important that you continue to work on the activities set by your English and Maths teachers at this time. Learners who progress with us in September, should be able to sit again in the November re-sits if you do not achieve a Grade 4 or above.

How do I get into uni now if I can't finish my assessments?

Universities, colleges and UCAS are working together to ensure learners across the country are not prevented from going to university. Updates can be found on the [UCAS website](#). If you have specific concerns, you can contact the College or your tutor. It is important you continue to complete the remote work tutors are setting so you keep progressing in your College course.

How do I complete my practical work if I can't get into College?

The College are working with each awarding organisation. There are a number of issues that need to be resolved, and these vary for each qualification and are reliant on information being available about learners, availability of staff, and guidance from the awarding organisation and Ofqual. A clear plan for practical assessments will be communicated to learners as soon as possible, contact your tutor for specific advice on the practical aspects of your course. In the meantime, if you are doing informal practical at home, take photos and record your work.

I have materials in College that I need to access – what can I do?

There will be no student access to the College campuses until 6 April 2020 at the earliest. Updates on the College reopening will be put on the website.

When can I restart my work placement?

The College and the employers we work with to provide student placements will follow government guidance on when it is safe to allow people to return to work and provide placement opportunities.

How do I finish my apprenticeship if I can't work?

This is an extraordinary situation and as apprenticeships have flexible end dates it is anticipated that most apprentices will either be able to catch up or extend their finish date.

Can I still use my bus pass?

If you have an EYMS bus pass then you can continue to use this for any college-related activity. Please adhere to the government guidance of self-isolating and do not make any unnecessary journeys. Please also ensure you check for the most up to date bus timetables at <https://www.eastyorkshirebuses.co.uk/services>

Will I still get free meals?

Those students who are eligible for free meals will receive a direct payment whilst the College is closed. This payment will be equivalent to the number of days you are timetabled to attend College and will be paid directly into your bank account.

How do I access the support services now I can't come into College?

You can continue to access all [areas of support](#) whilst the College is closed.

If you require to speak to the guidance team please email guidance-services@eastridingcollege.ac.uk as the team are working remotely and will still be able to address any support concerns you may have e.g. homelessness, evidence for Job Centre, university applications, student finance queries, career advice etc

Will counselling support be affected by the closure?

Counselling will continue to be available through phone sessions; learners will be contacted individually. If you are already on the waiting list you will be contacted as soon as we can slot you in.

How do I contact my tutor?

Tutors can continue to be contacted via email and may contact you to arrange additional access such as through Microsoft Teams or subject WhatsApp groups.

How do I access work/hand in work online?

Your tutor should have sent you instructions on how to access and submit work.

You can access resources by logging in through Moodle and going to the e-learning centre.

No one is answering the phone – what do I do?

Any voicemail messages left will be picked up and forwarded to the relevant staff to return your call and answer any queries. Queries can also be submitted via College Information Requests at info@eastridingcollege.ac.uk

Do I still have to report absence/sickness?

You do not need to report any absences whilst the College is temporarily closed. When the College re-opens to students, please continue to report any absences following the usual procedures. If you have received confirmation that you have contracted coronavirus – COVID-19, please alert your tutor so that we can log this and continue to provide support.

Will I lose my bursary?

Bursary payments will continue to be paid as usual.

What if I still need to access the hardship fund?

Access to hardship funds is the same as during normal teaching, and considered on a case by case basis. Contact the guidance team in the first instance. If you have any concerns please email guidance-services@eastridingcollege.ac.uk

I'm finding this all very stressful – where can I get support?

If you feel you require counselling support then you can email counselling@eastridingcollege.ac.uk for a referral form. In the meantime, if there are any immediate concerns please email guidance-services@eastridingcollege.ac.uk and the team will be able to identify need and signpost you to the appropriate support agency.

For those 16-18 year old learners there is a very good website that you can access for a range of concerns www.thirteen.me.uk

Are all trips cancelled?

All trips are postponed until further notice.

I've paid for a trip which is no longer taking place – how do I get my money back?

All refunds have already been issued where necessary. Any queries please ask your tutor.