

Attending Student Services appointments – safety information

You have booked an on-campus appointment with a Student Services team member.

This guidance outlines how we will keep you and Student Services staff safe. Please read it before you attend.

We should all take the following steps to prevent the spread of Covid-19:

- Take an asymptomatic [Lateral Flow Device test](#) at least twice per week.
- Follow [Government guidance on safe travel](#) when travelling to and from work.
- Stay at home and [get tested via the NHS](#) if you have symptoms.
- [Report COVID](#) if we test positive for the virus.
- Observe the [UAL Community Pledge](#).
- Maintain social distancing where it makes sense to do so e.g. in crowded spaces.

What to bring:

- **A face covering:**
 - Please wear a face covering if you can.
 - If you are not able to wear a face covering please tell us in advance – we may need to arrange to meet you in a larger room.
- **Equipment:**
 - You may need to make notes or access information. Please bring with you a pen and paper, laptop, tablet, phone.
 - This helps us to avoid sharing equipment.

Safety measures for your appointment:

- Appointment rooms are well-ventilated.
- There will be a clear screen between you and the staff member you are meeting.
- Sanitize your hands using the facilities provided when you arrive.
- Use the wipes provided to clean surfaces before you sit down.
- Keep your face covering on if you can. You can remove your face covering for short periods if it helps you to communicate better.
- The staff member may wear a face covering or a clear visor throughout the appointment.
- Use the wipes provided to clean surfaces before you leave.

