UAL COVID-19 asymptomatic testing centre FAQs

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UAL communications
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Why take part?

Who can get tested?

Lateral Flow Testing is open to all current UAL students and staff who do not have any symptoms of COVID-19. If you have any symptoms, you should self-isolate and arrange a test via the NHS.

You should not attend the UAL test centre if you have symptoms or are self-isolating. This includes people self-isolating after travelling to the United Kingdom from a country which is not on the ‘travel-corridor list’

Why should I get tested?

As we return to campus, testing is crucial to protect our community and prevent the spread of the virus.

Is the test mandatory?

Testing is not mandatory, but we encourage all asymptomatic students and staff to take part. You will need to book an appointment for your test and bookings are open to students.

I have not left London during the break, should I still get tested?

Yes. We encourage all asymptomatic students and staff to get tested. Testing is crucial to protect our community and prevent the spread of the virus.

Is this a PCR same test?

The tests provided as part of the UK government mass testing programme, are Lateral Flow Device tests which are available for people who have no symptoms of COVID-19. These differ from PCR tests which the NHS only provides directly to those who have symptoms of COVID-19. We are unable to provide this type of test at UAL.

We are aware PCR tests are available privately but we are not in a position to recommend a provider.
Will the UAL COVID-19 asymptomatic testing centre be a safe environment?

All staff members running the testing centre will receive comprehensive training and be provided with full PPE. Regular cleaning will take place throughout the site. Everyone attending the centre must adhere to social distancing requirements and wear a face covering unless they are exempt. Only staff and students who do not have any symptoms of COVID-19 should visit the testing centre.

We have taken steps to ensure there is a clear separation between the activities of the testing facility and those of the College.

Test to release

Should I book a test through UAL if I have recently returned to the UK and am required to self-isolate?

No. If you have travelled from a country that is not on the UK government’s ‘travel corridor list’ you should not come onto campus until you have completed your period of self-isolation.

Can I book a test through UAL as part of the UK government’s ‘test to release’ scheme?

No. The tests administered at the UAL COVID-19 asymptomatic testing centre are Lateral Flow Device (LFD) tests and not the PCR tests required by the UK government.

You can find out more about the scheme, including a list of private suppliers on the government’s website. Please note: tests booked for the ‘test to release’ scheme are administered by private companies and you will be charged. UAL is not able to endorse or recommend any particular private test provider.
Booking a test

When is the UAL COVID-19 asymptomatic testing centre open?

Visit the COVID-19 Information Page to see our latest testing centre opening times. You should book a test online before you travel to the testing centre.

How can I book a test?

Student booking
Staff booking

If I’m already self-isolating, can I book a test?

No. If you are already self-isolating because you or anyone in your household has COVID-19 symptoms, or has received a positive test, you should not travel to the testing centre. Instead, you can take a confirmatory PCR test. This is a different test administered by the NHS.

I need to cancel or amend my booking

It's important to let us know if you need to change or cancel your appointment, you can do this by clicking the ‘change your appointment’ link at the bottom of your confirmation email.
Travelling to the UAL COVID-19 asymptomatic testing centre

Where is the UAL COVID-19 asymptomatic testing centre located?

The testing centre is located at London College of Communication, Elephant and Castle, SE1 6SB. You may be required to queue outside, so we recommend wearing warm winter clothing.

How should I travel to the testing centre?

If you cannot walk to the testing centre, you can take public transport. Please take the most direct route and follow social distancing guidelines. You can find out more about the measures in place on the Transport for London network. The closest station to London College of Communication is Elephant and Castle.

Please note: from Monday 4 January until late May 2021, the Northern line ticket hall at Elephant & Castle station will operate as 'exit only' during weekday peak hours. This is to facilitate social distancing and reduce queueing while planned maintenance work takes place on both lifts, one at a time.

To enter the station between 07:00 - 10:00 and 16:00 - 19:00 on Monday to Friday, use the Bakerloo line ticket hall on the opposite side of Elephant Square. This has three lifts and will be open for both entry and exit all day. Once inside the station, please follow the signs to the Northern line.

If you are a disabled student who has taxi support, please contact k.atkinson@arts.ac.uk to discuss your travel requirements for the test.

If you are a disabled staff member who has taxi support, please contact your line manager to discuss your travel requirements for the test.

Why is there not a UAL COVID-19 asymptomatic testing centre at all Colleges?

This is a very complex operation, so we have decided to consolidate our efforts by running the testing centre on a single site at London College of Communication, where there is sufficient space to test a large number of people. Thank you for your understanding.

What do I need to bring to the UAL COVID-19 asymptomatic testing centre?

Please remember to bring your UAL ID card and confirmation of your test booking on your mobile device. You will need your mobile to register on the UK government testing website.

You must also wear a face covering when travelling to London College of Communication and inside the building, unless exempt.
The test

Which tests are being used as part of this programme?

You will take a Lateral Flow Device test, also known as an LFD test.

How is the test administered?

The test is simple, fast and self-administered. When you register at the testing centre you will be given a test kit. You will then go to a private booth and take a swab from your throat and nostril. Watch this short video which explains the process.

If I cannot self-administer the test, will someone be able to help me?

If you feel you may have difficulty administering the test, you can bring someone who will be able to help you. You need to book your test in advance and then when you arrive, let the team know you are accompanied by someone who will help you.

Please note that staff at the testing centre are unable to assist with administering the test.

Can I have a test posted to my private accommodation or halls of residence?

Unfortunately, it isn’t possible to provide testing at halls since this has to be conducted according to strict safety protocols. It also requires a team of people, all of whom have designated roles as part of the process and it would be impractical to resource such an operation on more than one site.

At the testing centre, each test is self-administered in an individual booth within an environment where strict social distancing and COVID safety measures can be implemented. It would be impossible to recreate this physical infrastructure in halls of residence.

How long will the testing process take?

We estimate that the whole process including registration and testing will take no longer than 30 mins.

What should I do after my test?

Please leave the testing centre as soon as you have completed your test. If you have a class booked after your test, you can attend. Please follow our social distancing guidelines at all times.

After my test, can I stay on site to use the facilities at London College of Communication?

London College of Communication’s facilities are currently only open to students from this College. LCC students should book an appointment to use the library and workshops in advance. All other students should leave LCC after their test.
Your test results

When will I get my test results?

You should receive your results via text or email on the same day as your test. Your test results will be processed by NHS Test and Trace and not stored by UAL. NHS Test and Trace will contact you directly with your test result. They will not advise UAL of the outcome of your test.

What should I do if I receive a negative test result?

You do not need to self-isolate but you must continue to follow any UK government restrictions in place.

If I get a negative test result, does this mean I definitely don’t have COVID-19?

No, a Lateral Flow test is an indicator, but may not be 100% accurate.

If I get a positive test result, does this mean I definitely have COVID-19?

No, a Lateral Flow test is an indicator, but may not be 100% accurate. Upon receiving a positive test, you should immediately self-isolate and arrange a confirmatory PCR test. This is a different test which must be booked directly through the NHS. You will also need to complete the Report COVID form to let the university know which UAL sites you have visited.

What should I do if I receive a positive test result?

You and anyone in your household will need to self-isolate. You do not need to arrange a confirmatory PCR test, although you may choose to. This is a different test which must be booked directly through the NHS. You and your household must follow all NHS advice which includes isolating for 10 days or until you receive a negative PCR test result from the NHS. If you experience subsequent onset of symptoms, you should self-isolate for 10 days from the start of your symptoms. Seek medical care as required. You will also need to complete the Report COVID form to let the university know which UAL sites you have visited.
I am a student - what should I do if I receive a positive test result whilst I am on site?

If you receive a positive test result whilst you are on site, you should make your way home immediately. If you need to use public transport, you should strictly observe social distancing measures, wear a face covering and wash your hands before and after your journey. You and anyone in your household will then need to self-isolate and you can arrange a confirmatory PCR test if you wish too. This is a different test which must be booked directly through the NHS. You and your household must all isolate for 10 days or until you receive a negative PCR test result. If you experience subsequent onset of symptoms, you should self-isolate for 10 days from the start of your symptoms. Seek medical care as required. You will also need to complete the Report COVID form to let the university know which UAL sites you have visited.

I am a staff member - what should I do if I receive a positive test result whilst I am on site?

If you receive a positive test result whilst you are on site, you should inform your line manager and make your way home immediately. If you need to use public transport, you should strictly observe social distancing measures, wear a face covering and wash your hands before and after your journey. You and anyone in your household will then need to self-isolate. You can arrange a confirmatory PCR test if you wish. This is a different test which must be booked directly through the NHS. You and your household must all isolate for 10 days or until you receive a negative PCR test result. If you experience subsequent onset of symptoms, you should self-isolate for 10 days from the start of your symptoms. Seek medical care as required. You will also need to complete the Report COVID form to let the university know which UAL sites you have visited.

What should I do if I’m a close contact of someone who has tested positive?

If someone in your household has received a positive test, you should also self-isolate. You can arrange a confirmatory PCR test if you develop symptoms of the virus. This is a different test which must be booked directly through the NHS. Your household must all isolate for 10 days or until anyone who has tested positive has received a negative confirmatory test result.

What should I do if someone in my class has tested positive?

The person who has tested positive must report it reportcovid@arts.ac.uk. An assessment will then be made by the UAL Report and Trace team to identify anyone who is deemed to be in close contact with that person. If you have not been contacted by the UAL Report and Trace team or the NHS you do not need to self-isolate.
If I have been in close contact with someone who tested positive but I don’t live with them, do I have to self-isolate?

All positive cases reported via Report COVID will be assessed to ascertain where close contact may have taken place and you will be contacted by the UAL Report and Trace team. If you have **not** been contacted by the NHS or the UAL Report and Trace team you do not need to self-isolate.

How is close contact is defined?

A ‘close’ contact is defined by the NHS as someone who:
- spends significant time in the same household as someone who has tested positive for coronavirus (COVID-19)
- is a sexual partner of someone who has tested positive
- has been within 2 metres of someone who has tested positive for more than 15 minutes
- has been within 1 metre of someone who has tested positive for more than one minute
- has had face-to-face contact (within one metre) of someone who has tested positive, including being coughed on
- has had skin-to-skin physical contact with someone who has tested positive
- has travelled in a small vehicle with someone who has tested positive or sat near someone who has tested positive in a large vehicle or plane.

What should I do if I receive a positive test result, but I already have travel booked to an international destination within the next 10 days?

If you receive a positive test result, you and anyone in your household will then need to self-isolate and you can arrange a confirmatory PCR test. This is a different test which must be booked directly through the NHS. You and your household must all isolate for 10 days or until you receive a negative PCR test result. If you receive a negative PCR test result before your international flight, you will then be able to travel. If you need to cancel or postpone your flight, speak to your airline and check your travel insurance policy.
Do I still need to report a positive Lateral Flow test result to the university?

You should complete our Report COVID form if you receive a positive test result, and self-isolate while you await the result of your confirmatory PCR test administered by the NHS.

What should I do if my PCR test comes back negative?

If your PCR COVID-19 test result is negative, you will no longer have to self-isolate. Other people in your household can also stop self-isolating as long as they have no symptoms and are not waiting for the results of a PCR taken by themselves or someone else they live with.

Personal data

What data are UAL and the NHS collecting?

When you attend your test appointment, you will need to register with a mobile number on the UK government testing website. These details and your test results will be processed by NHS Test and Trace and not stored by UAL. NHS Test and Trace will contact you directly with your test result. Read their privacy information. UAL will store the name, contact details and appointment details you have provided for four weeks to support our Report and Trace process as necessary. Find more information about UAL and your data privacy rights.

Help and support

How can I access student support?

We recognise this a stressful and difficult time for all. During term time and throughout the Christmas break our student services will continue to operate. Please get in touch if you require any support.

How can I access staff support?

Find out more about the wellbeing resources available to UAL staff on Canvas.