



STUDENT FAQS

Assessments

What is happening to the ECF policy?

The University is currently in the process of reviewing the ECF process in its entirety. In relation to the impact of COVID, the University is set to communicate their no-detriment measures very soon.

Will there be a safety net or no detriment policy?

The University is set to communicate their no-detriment measures very soon. RUSU recently wrote an open letter asking for the return of the safety net policy, with a focus on covering more students.

Will a no detriment policy apply for people who do not sit exams?

The University is set to communicate their no-detriment measures very soon. RUSU recently wrote an open letter asking for the return of the safety net policy, with a focus on covering more students.

Online teaching

What happens if I fall behind on my studies?

Students have been faced with unprecedented challenges in their learning this year. As your student union, we want to support you being able to keep up with your studies.

You can contact our advice service here: www.rusu.co.uk/advice/get-advice/

If you are not satisfied with the quality of teaching you're receiving, provide feedback through our online tool, ROSiE: www.rusu.co.uk/rosie

You can also contact your academic tutor for advice in how best to manage your workload.

How can I contact my lecturers and what can I do if they don't respond?

Contact your School Department of Teaching and Learning explaining the difficulties you're facing and the lack of communication amongst lecturers.

The University also has a formal complaints process which can be found [here](#).

How can I complete my studies while I don't have access to facilities such as labs and studios?

Current government measures in place are preventing teaching delivery in the usual spaces and formats. We are aware of the problem and continue to lobby the university to improve access where possible.

What support is there for me while I am working remotely?



If you are struggling with working remotely, please speak to the welfare team or your academic tutor if you feel like working remotely has impacted your studies.

Welfare Team: studentwelfare@reading.ac.uk

If you have a disability and feel that working remotely is impacting your studies, [please get in touch with them](#).

Placements and careers

What is happening to my placement?

Previous guidance issued to students on a placement year has been that they should consult with their employers and follow their guidance in line with government regulations for working safely if their placements need to be physical.

Students on programmes with Professional Statutory and Regulated Bodies can continue but those who are not shouldn't be travelling back to Reading to continue those placements at the moment.

if they are unable to complete their full expected hours/ weeks, we will put mitigations and contingencies in place to support them so no student will be placed at a disadvantage, please see the FAQs [here](#).

I'm worried about getting a job to support my income or when I graduate. What can I do?

The careers service at the University offers our graduates support for up to 18 months after graduation. This includes CV checks, help writing cover letters, mock interviews and so much more. So no matter where you're at with your job hunt they can support you. Furthering this, the More Than a Grad Podcast will be releasing episodes in the near future around getting a job in the climate of COVID.

Financial support

What does RUSU think about university not giving refunds on tuition fees?

We've detailed our response to the University's stance on tuition fee refunds, on our website and social media. Go to: www.rusu.co.uk for more information.

Do I need to pay my rent for halls?

This issue has been taken up with the Major Incident Team at the University. As these decisions are made higher up, officers have also formally written to the University Executive Board, including the Vice Chancellor, to tell them students deserve compensation and money back from their halls contracts. We, as a Student Union, are working collaboratively with the University to work out how we can offer compensation for those who have taken out accommodation contracts in Halls.

What is being done for students not in halls with private landlords?

For those of you who have taken out private housing contracts please feel rest assured that we are lobbying the University and other stakeholders to try to mitigate the finances you have lost as well. This includes writing a letter with the Vice Chancellor to private landlords to urge them to give money back to students or lower the cost of rent.



Social isolation and mental health

I'm the only student in my halls flat, am I allowed to bubble with another household?

Students who are living alone in halls are permitted to create a 'support bubble' within halls or externally, in line with government guidance. However, support bubbles have to remain permanent and you cannot interchange between households. See the latest government guidance on support bubbles [here](#).

I feel lonely in my halls, what can I do?

The 'Home at Halls' app is a free service that is designed for students in halls. There are many virtual extra-curricular activities such as yoga, arts & crafts sessions and baking. Majority of the equipment is given to you in a COVID safe way and you can do activities to do whilst in halls.

I am struggling with my mental health and a lack of routine. What can I do?

COVID-19 and the new lockdown measures will have a negative effect on our mental health. Some quick tips to look after your mental health is:

- Create a dedicated workspace
- Do regular exercise: yoga, walking, HITT or running.
- Keep in contact with friends, and family.
- Set some personal goals e.g. reading a book a month, walking once a day
- Create a dedicated 'worry time' for you to go through your worries in a time capped way.
- Limit how much news you watch

Watch RUSU Welfare Officers Video on how to look after your mental health:

www.instagram.com/tv/CIOj8vRoDHk/

[Listen to 'More than a Grad' podcast](#) on how to look after your mental health during COVID-19:

If you are really struggling with your mental health and this impacts your day to day life please speak to your local GP.

Please check out the RUSU Welfare Directory to signpost you to the University wellbeing services:

www.rusuwelfaredirectory.co.uk/

How can I not feel so isolated and lonely?

If you are struggling with feeling isolated there are many great ways to connect with people virtually:

[Support Our Student Scheme \(SoS\)](#) is a buddy system in which you will be connected to either a student or staff for just general support.

Reading Community Page is a way to see what other societies are hosting and you can join:

www.facebook.com/groups/RUSUCommunity

The 'Get Together, A Part' platform shows the many events that is occurring around the University:

www.reading.ac.uk/essentials/Get-Together-Community/Get-together

What are security doing to keep me safe?



Campus security is available on campus to maintain a safe and secure environment across the University's sites.

www.reading.ac.uk/essentials/Campus-and-Local-Area/_Safety-and-Security

Similar to other universities around the country, security are committed to ensuring a COVID secure campus to keep you and the university community safe.

RUSU services

Are RUSU services and venues open?

At the moment RUSU is operating a 'Digital First' approach although some facilities remain open. The franchises within the RUSU building remain open if they can within government guidelines. For more information visit: www.rusu.co.uk/covid-19/latest-updates/