



**QUEEN'S  
UNIVERSITY  
BELFAST**

## **OUR CAMPUS COMMITMENT**

How we are offering  
you a safe campus  
experience in 2020-21

**RUSSELL  
GROUP**

**SHAPING  
A BETTER  
WORLD  
SINCE 1845**

## WELCOME TO QUEEN'S



**Professor Ian Greer**  
President and Vice Chancellor

Over the past few months, every aspect of society has been impacted by the COVID-19 pandemic. In these unprecedented times, we are conscious of the considerable anxiety and uncertainty you are all facing in making plans to progress with your education.

For those students who wish to come to Queen's University Belfast, I hope this guide will provide you with some clarity and reassurance about the steps we have taken to make it easier for you to travel to Queen's, the type of learning and student experience you can expect when you join us, and above all, the measures we have in place to ensure your safety.

We are mindful that in coming to Queen's you will want to meet new people from different backgrounds and have the opportunity to develop a range of skills. We are confident that we will be able to deliver a memorable and meaningful student experience, even within the context of the challenges we are all facing due to COVID-19.

I trust you will find the information helpful and look forward to welcoming you to Queen's.



**Madame ZHANG Meifang**  
Chinese Consul General

Queen's University Belfast is one of the world's outstanding universities with education and research of world-class quality. After the outbreak of COVID-19, Queen's took effective measures to take good care of the international students including the Chinese students, which was impressive.

You are welcome to join the Queen's community. It is believed that you will serve as a bridge linking China, NI, UK and the rest of the world, and also an important force for China's continuous opening and innovative development. You are encouraged to make friends with young people while at Queen's to promote closer people-to-people ties, and to contribute to building a community with a shared future for mankind.

Since its establishment in 2015, the Chinese Consulate General in Belfast has been committed to promoting exchanges and cooperation with NI and UK in the fields of education, economy, culture and tourism. We will continue to work with Queen's to ensure your well-being and legitimate rights and interests while you are in Belfast.

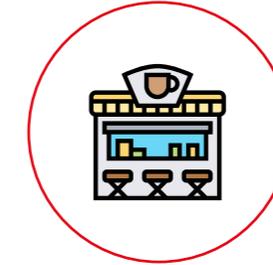
Please follow the WeChat account (gh\_7ed489d2d665) and the website (<http://belfast.chineseconsulate.org/chn/>) of the Chinese Consulate General in Belfast for more information, and call the hotline (0044-7895306461) for any assistance or help.

## OUR COMMITMENT TO YOU



### ENHANCED HYGIENE MEASURES

Face coverings and hand sanitiser will be available to all staff and students, with additional hand washing facilities and enhanced cleaning rosters in place across campus. Students will have access to swift testing, where appropriate and will be supported to isolate safely if living in University Accommodation.



### AUTHENTIC CAMPUS EXPERIENCE

We're adapting our libraries, student spaces, cafes, sports centres and social hubs in line with social distancing guidelines so you can still enjoy all the benefits of campus life.



### FLEXIBLE LIVE TEACHING

Student-lecturer interaction is a key part of our learning model. We will offer an authentic university experience through Connected Learning, which means that you will receive a blend of face-to-face teaching and virtual learning.



### ACCESS TO SAFE ACCOMMODATION

Supportive quarantine measures, rota systems and capacity restrictions will allow all shared living, study and social spaces within our accommodation to remain open. Quarantine accommodation will be provided free of charge if you are staying in Queen's accommodation for the year.



### ACTIVE STUDENT LIFE

Our Students' Union will remain open, along with our 200+ clubs and societies, offering a range of opportunities to make friends and to engage with student life in Belfast in accordance with social distancing guidelines.



### GUIDANCE AT EVERY STEP

From help with visa paperwork to ensuring a comfortable quarantine, our dedicated support team will be there to help you navigate your journey to Queen's.

Given the changing nature of the pandemic, these commitments are subject to the guidelines that may be in place at the time. For example, if restrictions are increased/eased in the future then facilities and services may not be delivered as described.

## GETTING TO US

Your safety is our main priority and we want to make it as easy as possible for you to get to Queen's. We are arranging a dedicated direct flight to bring Queen's students direct to Belfast from Beijing with minimum fuss or anxiety.



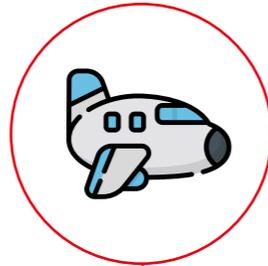
### HELP WITH YOUR VISA

To study in the UK the first thing you will need to do is to apply for a visa. We would encourage you to get in touch with Queen's dedicated [Immigration Advice Team](#) who will support and guide you through this process.



### PRE-DEPARTURE CHECKS

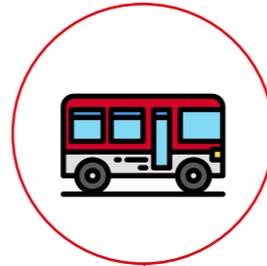
All passengers will be required to have tested negative for COVID-19 prior to travel.



### HAVE A SAFE FLIGHT

The dedicated direct flight that we are arranging is only for Queen's students travelling from China to Belfast. We hope you will get to know some of your fellow students and make some contacts that will help you settle in to life at Queen's. A member of University staff will be on the flight to answer any questions you may have.

You can get the latest information about the flight [here](#) including pricing and you can let us know if you are interested in booking a seat on the plane.



### GETTING TO QUEEN'S

At Belfast International Airport you will be met by members of University staff.

Onward travel is by private coach for your short journey (approximately 30 minutes) to our student accommodation, located close to Queen's campus.

If you require a face mask, we are happy to provide you with one as well as hand sanitiser.

## STAYING SAFE

The health and safety of students is our first priority. We have put in place a range of measures on campus to minimise the risks presented by the virus and protect you.



### HYGIENE

We are committed to keeping your campus a safe campus and we will ensure all guidelines issued by the Public Health Agency of Northern Ireland are adhered to. An increased cleaning regime will ensure all spaces are hygienically clean at all times.

Hand sanitiser and hand-washing facilities will be provided across campus, particularly in high-traffic areas.



### CAMPUS SAFETY

The University will provide all staff and students with face coverings where needed. Staff and students will be asked to wear face coverings where necessary in accordance with health guidelines.

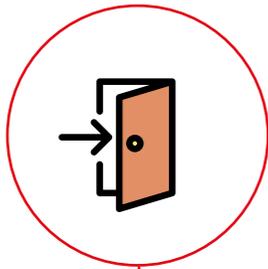
On campus, one-way systems and screens will be used where appropriate to ensure social distancing. Signage across campus will remind people of the need to keep their distance and wash their hands regularly.

Any students who show symptoms will be supported to self-isolate and have swift access to testing. Positive cases will be referred to the Northern Ireland contact tracing system and supported to recover.



# YOUR FIRST TWO WEEKS

UK guidelines currently require those arriving from international destinations to quarantine for 14 days. If this still applies when you arrive, you will be quarantined comfortably and looked after in our **BT9 accommodation** in the heart of beautiful South Belfast. We've made every provision to keep you safe and well. For those students who are living in our accommodation for the year, your stay in quarantine will be free of charge.



## ON ARRIVAL

Move in with the minimum of fuss, safely and securely. You'll be checked-in by a member of staff, your luggage will be sanitised with wipes and delivered to your room.

Our reception is provided with safety screens and information in various languages to support social distancing. Touch points during check-in will be minimal. Hand sanitiser is available and should you need a face mask we will provide you with one. When you get your key fob, a member of staff will escort you to your room.



## YOUR ROOM DURING QUARANTINE

Even though you will need to do 14 days of quarantine, this is your room; we want it to be as safe and comfortable as possible. It has been hygienically cleaned, including all touch-points and surfaces, so you can get on with life as near-to-normal as possible.

We'll continue to do this on a daily basis. We'll keep you supplied with all the everyday things you'll need, like soap, sanitiser, bathroom cleaner, wipes, masks and gloves as well as bedding and towels. There's also stationery packs and an all important memory stick with essential information. Your 200Mb WIFI and personal 250Mb cable connection service is provided by ASK4 ([www.ask4.com](http://www.ask4.com)) who have a multilingual 24/7 helpline for any issues.



## FOOD DURING QUARANTINE

It's important for you have a balanced diet and we will provide you with three meals per day\*, including a choice of main meals - all healthy and nutritious. Alternatively you can order from local restaurants or food stores and have it delivered. In the kitchen/ common room on your floor, tea and coffee is available 24/7. Yes, these are social spaces; to keep you safe you'll be allotted a slot for when it's the best to use them.

It's also good to know the cold water tap in your kitchen is clean and safe to drink. As you'd expect, a cooker, microwave, fridge freezer, rice cooker and large screen TV are there, too.

\* food will be charged

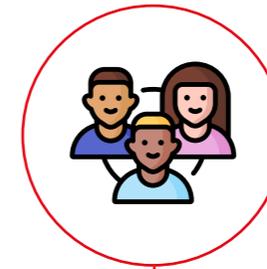


## YOUR RESIDENTIAL LIFE TEAM

Our Residential Life Team are here for you and they will stay in regular contact with you online, by email and on social media.

They will check how you're coping and how you can get the support you need 24/7, should you need it.

They will also have options for you for online social events where we hope you will start to make new friends.



## SOCIALISING AFTER QUARANTINE

Face-to-face social events will take place where social distancing can be most effective and safe. Online, there's also the chance to join any of the 200+ student clubs and societies managed by the Students' Union.

Unfortunately, some team sports may be unavailable, but we hope this will change soon depending on Northern Ireland Government guidelines.



**READ: Suvekshya Dhungana, MSc Business Analytics on why she's thankful for the support of the staff in Elms Village**

"I am glad that I was staying at Elms during the lockdown. As the days passed by, I was thankful for the neighbours and the helpful staff and their support throughout the lockdown journey"



"It's so exciting when our International Students arrive - we're here to make them feel at home. Students can come to us for any advice at any time, or just to say hello and have a cup of coffee!"

**Stephen Montgomery, Residential Life Co-ordinator, Queen's Accommodation**

Given the changing nature of the pandemic, these commitments are subject to the guidelines that may be in place at the time. For example, if restrictions are increased/ eased in the future then facilities and services may not be delivered as described.

# YOUR ACCOMMODATION

Queen's Accommodation has over 3,400 places in managed accommodation and offers some of the most affordable, safe, and high-quality student accommodation in Belfast. International students who apply for accommodation are guaranteed a room. Applications are open now for September.

## YOUR BEDROOM



Safe and comfortable



Stationery packs



200Mb WIFI and personal 250Mb cable connection



Hygienically cleaned



Memory stick with essential information



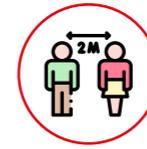
Access to Residential Team online

Given the changing nature of the pandemic, these commitments are subject to the guidelines that may be in place at the time. For example, if restrictions are increased/eased in the future then facilities and services may not be delivered as described.

The Kitchen is your social space, even in quarantine. We have made provisions to make it safe and ready for social distancing.



Three meals a day\* can be provided during quarantine/ self-isolation if necessary\*



Social-distancing ready spaces



Drinking water from cold tap



Large Screen Television



Fresh supplies of soap, sanitiser, bathroom cleaner and wipes



Full complement of Kitchen amenities, including a rice cooker

\* food will be charged

## YOUR KITCHEN



Hygienically cleaned



All touch-points and surfaces sanitised



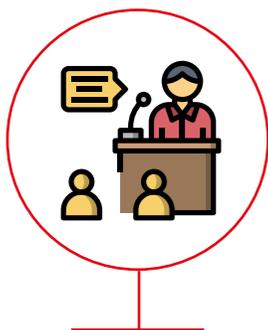
Fresh supplies of soap, sanitiser, bathroom cleaner and wipes

## YOUR BATHROOM



# YOUR LEARNING EXPERIENCE

We will commence teaching in September for most courses, applying the relevant social distancing and hygiene measures to assure the safety of students. We will deliver a connected learning approach with face-to-face teaching being complemented by online delivery as necessary. Pro-Vice-Chancellor, Professor David Jones explains more.



## FACE-TO-FACE

### A crucial part of the Queen's experience

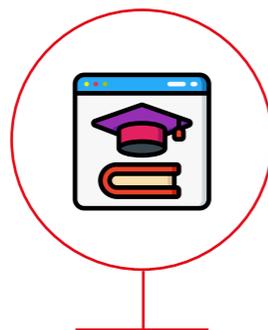
We will still deliver face-to-face teaching in accordance with social distancing when we can and it remains the optimum method of teaching.

Teaching in small groups, seminars and tutorials are a crucial to this. However, traditional lectures in large groups are likely to be delivered online, at least at the beginning of term.

Lecturers will be available for one-to-one meetings as long as social distancing is applied.

Lab-based learning that can be conducted in-person with social distancing applied will go ahead as normal.

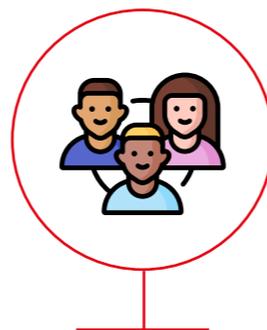
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## INTERACTIVE LEARNING

### Cutting-edge technologies to enable Connected Learning

Where it is not possible or optimal to deliver face-to-face teaching, our state-of-the-art digital technologies (such as 'Canvas') will provide a full, interactive learning platform. In some cases, we believe that this form of learning will actually be preferable to large traditional lectures as it provides greater flexibility to meet your needs and encourages greater interaction. Face-to-face teaching will also be recorded and live-streamed as much as possible.



## DUAL DELIVERY AND BALANCED LEARNING

### Campus life will be different for a while

All teaching will be available remotely to students who are not able to travel to Belfast for the start of the academic year.

The balance of face-to-face, interactive online and pre-recorded teaching that each student receives will be determined by the availability of space to facilitate social distancing restrictions and the aims of each module as determined by the academic.

# CANVAS VIRTUAL LEARNING ENVIRONMENT



"Canvas is adaptable, reliable, customisable, easy to use, mobile and time-saving. It is designed to let you do your thing. Every last feature, every last interface is crafted to save you time and effort and to make teaching and learning easier."



**WATCH: Tamanna Khurana, MA Arts Management on her online learning experience at Queen's**

"Our lecturers in a way are available now more than ever. If I need to get in touch with one of my lecturers now, their schedules are a lot more flexible, we can make an appointment for half an hour, have a cup of coffee and a video chat."



## INTO

### The INTO Queen's Centre Programmes will start in September as planned and operate in a similar way as the University using a connected learning approach.

All teaching will be available remotely to students who are not able to travel to Belfast for the start of the academic year. Teaching, tutorials and seminars for all programmes will be a balance of interactive online and pre-recorded sessions. For students who are in Belfast face-to-face tutorials and seminars, may be available in line with social distancing restrictions.

This will allow you to start your study plan online and join us in person in January if circumstances allow or continue with your studies online.

## OTHER ACADEMIC SUPPORT

### Work Placements

If providers are happy, all work placements that can be conducted within the context of social distancing will go ahead.

### Stay in-touch support groups

Queen's PEC keep active Sports Channel Students' Union (SU) quizzes, debates and updates on clubs and societies

Meet employers, guest speakers and experts through webinars, live sessions and audio podcasts

### Support/ Skills Development

To ensure students can still maximise their potential, our professional support teams will deliver sessions such as:

- Academic writing
- Study support
- Library skills for HE study
- Disability service
- Health and Wellbeing
- Careers and employability

The training will take the form of videos, live sessions, discussions and 1-2-1 support.

### In-Sessional English Language Support

In-sessional English language will be available to support students throughout their studies and academic skills support provided by INTO Queen's.

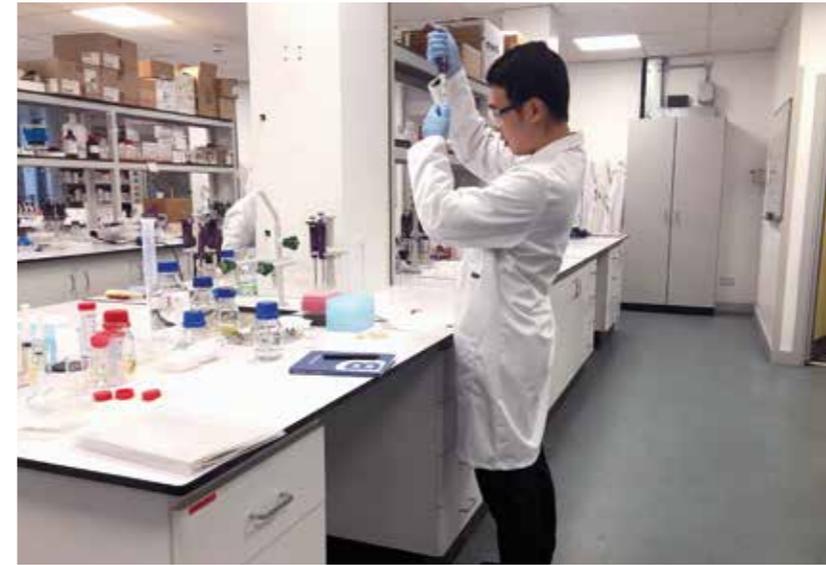


**READ: MA student Shuk Kuen Yau ('Yumi') from Hong Kong on what remote teaching and learning is really like during lockdown.**

"It is lovely to see my classmates face to face on one screen. I can still do presentations with them and we can express our views in the discussion as we normally would. One great feature is that the lessons are recorded and saved on Canvas, so you have the flexibility to go back over a topic."

# LIFE ON CAMPUS

We're proud of our world-class campus and all our facilities and thanks to Northern Ireland's unique circumstances and response to the pandemic, we will be open for students from 21 September. To facilitate campus life as close to normal, we're applying all relevant social distancing and hygiene measures to assure the safety of our students following the latest public health advice.



## A MESSAGE FROM HEAD OF CHINA RECRUITMENT TEAM CATHERINE LI

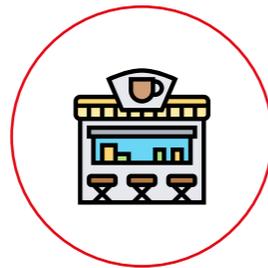
"We want to ensure you enjoy the warmest of welcomes to Queen's and the safest start to your university life. We have built provision for your safe transit, including a direct flight, private transfers and complimentary quarantine accommodation and meal delivery service during isolation for those of you staying in University accommodation. Please don't hesitate to contact me with any concerns you might have."



### ACCOMMODATION

Queen's accommodation is one of the best in the UK and your all-important safe space to live and enjoy student life to the full. From the moment you arrive, we'll do what we can to manage and support you. Our adherence to strict hygiene guidelines means it will be safe and comfortable for you at all times. This includes a Residential Life programme, events and pastoral care, 24/7 safety and security and well-being support.

Any students living in Queen's accommodation who need to quarantine on arrival will do so free of charge. Any students living in accommodation who show symptoms and need to self-isolate will be fully supported and have food and medical supplies brought to them.



### CAMPUS FACILITIES

All facilities will be open for students from 21 September including coffee shops, restaurants and study areas, with the relevant social distancing measures applied. One-way traffic systems will be employed where appropriate in buildings to enable effective social distancing. The only exceptions will be facilities where it is not possible to operate according to the current social distancing measures or Public Health Agency guidelines.

At Queen's you will receive an authentic campus experience.



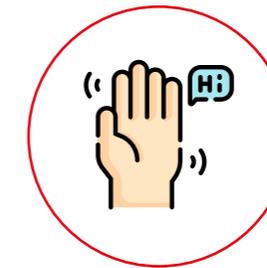
### LIBRARY AND STUDY SPACES

The Award-winning [McClay Library](#), [Graduate School](#) and other shared study spaces will re-open to students from 3 August (with a reduced capacity). You will be able to borrow material and use University computers/internet access from the library as normal.



### SPORTS FACILITIES

We intend that all of our [excellent sports facilities](#) will be open for students from the beginning of term on the assumption that it is safe to do so according to the guidelines in place at the time. Fitness equipment will be relocated to ensure students can get access to classes and courses in a safe and enjoyable manner. Different activity areas (gym, outdoor sport, climbing wall, swimming pool, etc) will be opened with a phased approach predicated on sporting governing body guidelines.



### YOUR INDUCTION

The induction programme will be delivered on a School-by-School basis, both online and face-to-face. There will be plenty of opportunity to meet people on your course and as much face-to-face interaction as social distancing permits.

The same level of practical support as we usually have will be available to you, such as how to open a bank account. The University and Students' Union will have a range of (socially distanced) activities for you to take part in and meet new people.



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# YOUR NEW HOME

The people of Belfast are renowned for their warm smiles, love of food, music and culture, and for their ability to laugh, no matter the circumstance (the locals call it 'the craic'). These traits have endured throughout the COVID-19 pandemic: cook-at-home delicacies were delivered from the city's array of amazing restaurants; indie cinemas and galleries brought the arts to our armchairs and we united to support the most vulnerable members of our society.

As Belfast re-opens, the heart of the city is beating louder than ever before. From international cuisine worth queuing for to buskers' folk music filling the streets, the energy of the city refuses to lie dormant. It's rare for a UK capital city to enjoy the sense of community that Belfast does and we're confident you'll feel welcome here from the moment you arrive.

One of the reasons Belfast feels so homely is because you can walk everywhere. You don't need to navigate an urban jungle of tubes or taxis to get around – a bonus when socially distancing measures are commonplace across the UK. You can get from the leafy campus area, known as the Queen's Quarter, to the city centre in less than thirty minutes on foot. And as one of the safest regions in the UK (British Crime Surveys 2018/19), you'll feel comfortable doing just that. As the least populated country in the UK, we have plenty of space for everyone. Take the sprawling Botanic Gardens, a city park that backs onto the campus, or further afield, the stunning coastlines and countryside made famous in the HBO series Game of Thrones.

Our low population density (half that of the rest of the UK) and our early adoption of contact tracing compared to other UK countries means Northern Ireland currently has the lowest rate of infection in the UK.

We want you to feel safe, welcome and happy in your adopted city, and will do everything we can to support you as you transition to life in Belfast, so you can get on with creating a lifetime of memories.



**BELFAST HAS UNIVERSITY  
LIFE AT ITS CORE**  
(Times and Sunday  
Times Good University  
Guide 2020)





**QUEEN'S  
UNIVERSITY  
BELFAST**

Discover more at  
[qub.ac.uk](http://qub.ac.uk)