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_emails to all students on coronavirus

This page captures the emails sent to all students on coronavirus (COVID-19). The most recent will be posted to the top of the page.

Guide

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Doctoral Student Correspondence

There is a separate page collating [correspondence sent specifically to doctoral students](#) (<https://www.bath.ac.uk/announcements/coronavirus-advice-to-doctoral-students/>).

Keeping you in the picture - 3.8.20

Dear Student,

We hope this message finds you well. Following our e-mail last month we are writing with a further update on our plans to welcome you for the start of 2020/21 academic year. We will be writing again later in the month to provide you with important information about your individual programme of study in 2020/21.

Planning for your return to Bath

Safety has been our prime driver in shaping your student experience and so, in addition to adapting our existing facilities through implementing appropriate safety measures, we have been exploring and evaluating a number of exciting new options to provide you with additional facilities, including in the centre of Bath. We're looking forward to introducing you to these on your return. We know that being able to travel easily to and from campus and also around Bath

is really important. We've been working on sustainable transport solutions alongside the local council and First Bus and would value your input on what your preferred means of transport would be, if you were based in Bath. Please click this [survey link](#) (<https://www.surveymonkey.co.uk/r/776KHPX>) to take part in our anonymous survey.

Keeping you in the picture

We have launched a new set of [student web pages](#) (<https://www.bath.ac.uk/topics/information-for-students-on-our-plans-for-the-2020-21-academic-year/>) to provide a window onto our restart activity and our preparations for Academic Year 20/21. The webpages will be regularly updated over the coming weeks with the latest information and developments. We have been working for the past few months to ensure that we are ready to welcome you back to Bath at the start of the semester. Our new webpages also include our [Roadmap to Reopening](#) (<https://www.bath.ac.uk/projects/our-roadmap-to-reopening/>) so you can see what's being planned.

Need to quarantine?

Unless you are returning to the UK from a country where a [travel corridor](#) (<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>) has been established (or from Ireland, the Channel Islands, or the Isle of Man), the UK Government may require you to undertake a 14-day period of quarantine. If this might apply to you, please check the www.gov.uk website and factor any potential quarantine period into your plans for returning to Bath.

Your student experience at Bath

We are looking forward to welcoming you back to University life. We are adapting some of our existing services to the current situation. A variety of food and drink outlets will be available to you across campus, and our well-stocked campus supermarket will be open to meet your needs.

We know that many of you will be keen to use the sports facilities and services at Bath. We are working on plans to meet a range of sporting and fitness interests and the recreational sports programme available via The SU, will be up-and-running too.

The Sports Training Village plans to reopen in early August after a successful period supporting over 60 of the elite athletes based at Bath returning to training. The virtual exercise and wellbeing classes programme, enjoyed by many over recent months will continue throughout the academic year and new outdoor fitness classes are starting shortly, initially on the beach volleyball courts.

Competitive leagues are planning for a January 2021 start, though some sports events may be held in Semester 1. The SU's student club leads are working with staff to provide an inclusive, fun and engaging experience, including local competitive fixtures where these can be arranged.

Room arrangements for teaching

To ensure we can respond to the widest range of scenarios, we have ensured that all timetabled teaching spaces can operate at 2 metres for social distancing purposes all year long.

We will always be mindful of the regulations of the day in accordance with the priority we place on the health and wellbeing of our students and staff. If we are able to relax measures on social distancing, we will be able to offer a slightly greater flexibility in our use of learning space where this is beneficial to a particular activity.

We are well-prepared for any change in social distancing, but to retain this flexibility in our planning for different scenarios, all large lectures will be conducted online for the entire academic year.

Skills support

We've also been thinking carefully about what additional support you'll need to make the most of the new technologies we're investing in for the coming academic year, and to build skills that could also support your future employment. You'll have access to a range of resources via MySkills Hub, and we look forward to sharing more information as we approach the new academic year.

Your Programme of Study in the 2020/21 Academic Year

Our next email will include important information about your programme of study. It will cover the content and structure of your course, the access you will have to in-person and online learning opportunities and facilities such as laboratories. We will also provide information about your assessment and practical information including technology requirements and the support the University will be making available. We will outline your options for the academic year ahead, and in a subsequent communication we will be asking you to confirm your mode of study arrangements for next year if you are particularly affected by a COVID-19 issue.

Please look out for these important messages.

With best wishes Professor Peter Lambert, Pro-Vice-Chancellor (Learning and Teaching) and Dr Cassie Wilson, Vice-President (Student Experience)

Message for returning students: the next academic year - 16.7.20

Dear student,

We hope this message finds you well.

We understand that current and continuing students would like to know more about the next academic year and work continues apace in order to be able to welcome you back to University at the start of term.

We intend to be open for the next academic year with students on campus, and we are planning to welcome new and continuing students from September 2020. Our overriding aim will be to deliver the experience and high quality education you deserve, whilst ensuring we are doing so safely and in line with Government guidelines to tackle Covid-19. We would encourage you to make plans to come to Bath in person to make the most of the experience and activities available.

Effective learning both in person and online

Our starting point has been to identify how best to deliver a high quality blended learning experience within any social distancing restrictions which may be in place. We are trying to ensure that, within your full timetable of learning activities, you will typically receive a 4 hour session each week of in-person learning. This is being specially designed by departments to meet the needs of students on each programme, and in-person learning will normally focus on small group tutorials and seminars, peer-to-peer learning and group discussions. Where relevant, in-person time will also be spent on lab work. In addition to this, there will be live interactive sessions using Microsoft Teams and other online platforms as well as independent study. We are not planning to provide in-person large group teaching and lectures, instead delivering content online so that you can access this when it fits best with your schedule.

Extra-curricular activities

We understand that your Bath experience is about more than studying for your course. Therefore, we have a dedicated project team looking at how we can best deliver extra-curricular activities, for instance sports and arts, and we're working with the SU on clubs and societies activity. Given the circumstances we are, of course, carefully mapping out how space on and off campus and transport will work most effectively.

Your health and wellbeing

Your health, wellbeing and safety is a priority in all our plans. We are implementing social distancing guidelines, altering room layouts, applying one-way systems where possible, and installing hand sanitiser at entrances and exits to buildings. You will see new signage across campus which will provide clear information about these changes. We are also developing guidance for students and staff about what we can all do to keep each other safe.

Students who aren't able to come to campus

We recognise that some of our students may be unable to come to Bath in September due to health and safety restrictions associated with Covid-19. Therefore, we are developing a process for you to apply to study remotely until it is possible to move to Bath. We will be sending more details of this in mid-August.

We will be updating you further as our plans develop. Thank you for your patience and understanding in the meantime.

With best wishes, Professor Peter Lambert, Pro-Vice-Chancellor (Learning & Teaching) and Dr Cassie Wilson, Vice-President (Student Experience)

Message for returning students: the next academic year - 2.6.20

Dear student,

We hope this message finds you well and we wish all those of you with remaining exams and assessments every success. The last few weeks have turned all our lives upside down and we are incredibly proud of the patience, hard work and resilience you have shown in adapting to these new circumstances.

If you are a final year student, we are making plans for your participation in a future graduation ceremony, informed by your feedback to us. You should have received a survey in April about your preferences and you will receive a reminder to complete this shortly. We look forward to helping you celebrate your achievements.

We know that many returning students would like to know more about the shape of the next academic year. Our teams have been working extremely hard, planning for different scenarios, in order to be able to welcome you back to University at the start of term. Thanks to this planning, we can now tell you a little more about our preparations for next year.

Our overriding aim will be to deliver the high quality education you deserve, whilst ensuring we are doing so safely and in line with Government guidelines to tackle COVID-19. We will therefore be seeking to do two things:

1. To give those of you who wish to come to Bath in September, the best campus-based education possible, and to enable you benefit from the other skills, friendship opportunities and experiences that come with a University of Bath education.
2. To provide flexibility and choice to those of you who aren't able to come to Bath at the start of term, or who would prefer to start their course from another location, by providing innovative, high quality learning and teaching remotely. Although we cannot control all the eventualities related to this pandemic, we can and will make every effort to be flexible and ensure we can deliver a strong education and student experience to you in a number of ways.

We intend to be open for the next academic year with students on campus, and we will therefore be doing everything possible to welcome new and returning students from September 2020. We may phase the start dates for different groups, depending on the Government rules to combat COVID-19 that remain in place at that time.

You will, I'm sure, be keen to have as much in-person teaching as we can safely deliver. To allow for this and for potential social distancing rules, we are devising innovative large-scale teaching, such as lectures and large workshops, digitally, and will focus in-person activities on laboratory work, smaller group learning, such as seminars, personal tutoring, design tutoring and peer-to-peer learning. Of course, we recognise that different courses may have different requirements and we will be working through the detail about what this means at a course-level in the weeks to come.

UK Government advice is evolving, and we recognise that some of you may be unable to come to Bath in the autumn due to health reasons or travel restrictions. Some of you may simply want to choose to start your next year from your current location. Therefore, we will develop the academic delivery to allow as much choice as possible, so that you can begin your course remotely if you need to, or wish to do so. We hope that these arrangements will make life a little easier for you, so you don't have to worry about whether you will be able to come to Bath in person at the start of term.

We will be updating you further as our plans develop and please do check our webpages for additional information too. Thank you for your patience and understanding in the meantime.

With best wishes, Professor Peter Lambert, Pro-Vice-Chancellor (Learning & Teaching) and Dr Cassie Wilson, Vice-President (Student Experience)

Best wishes during the assessment period - 26.5.20

Dear students,

I wanted to write to wish you all the best during this assessment period. I appreciate how difficult this semester has been for you in terms of the huge challenge of adjusting to lockdown whilst continuing to study, as well as managing the other impacts on your life. I wanted to reassure you again that we will continue to do our best to support you, ensure that the context you're working in is taken into account, and help you to fulfil your potential.

This will mainly be through our no-detiment policies (<https://www.bath.ac.uk/publications/covid-19-no-detiment-measures-for-taught-student-outcomes/attachments.bho/No-detiment-and-assessment.pdf>) and the work of exam boards who have increased powers to support students this semester, as well as the other changes described on our Coronavirus FAQ pages (<https://www.bath.ac.uk/guides/coronavirus-covid-19-faqs-for-students-on-learning-and-assessments/>).

Whilst we are confident that our staff and processes will support you, I appreciate the anxiety that taking assessment in these conditions can generate. Personally I've found working in the context of lockdown, juggling personal and work demands, and trying to support those around me has been challenging and covered the full range of emotions – I think everyone is experiencing similar difficulties.

Looking after your physical and mental wellbeing is always important, but especially now. With this in mind, I wanted to remind you of some of the resources that you can use.

- We have produced some guidance to help you (<https://www.bath.ac.uk/guides/student-guide-to-assessment-2019-20-semester-2-assessment-period/>) in taking online assessments, and set up an helpline to support students with urgent, assessment-related queries on +44 (0)1225 387500. The line is open from 8am to 6pm British Summer Time, from Monday to Friday throughout the assessment period.

- [SU Advice and Support](https://www.thesubath.com/advice/) (<https://www.thesubath.com/advice/>).
- [Student Services](https://www.bath.ac.uk/professional-services/student-services/) (<https://www.bath.ac.uk/professional-services/student-services/>).

Our sense of community here at the University of Bath is very strong, and like many of us, you must be missing the day-to-day social and work contact with people, saying 'hello' on Parade, working together on coursework or revision or just chatting with friends in person. I am sure you are in contact online, but please do continue to look out for and connect with those around you.

As well as looking out for others, please also take time to look after yourself and use these sources of support (as well as friends) if you need to.

Wishing you the very best Peter

Your wellbeing: support, advice and guidance - 14.5.20

Dear student,

I want to send you my very best wishes during the assessment period.

Looking after your physical and mental wellbeing is always important, but especially now, so I want to remind you of the resources and guidance we've developed for you to use.

During assessments, please remember support is available including [Read Well](https://www.bath.ac.uk/campaigns/read-well/) (<https://www.bath.ac.uk/campaigns/read-well/>), a selection of over 50 books that can support your health and wellbeing, and [Silvercloud](https://www.bath.ac.uk/campaigns/silvercloud/) (<https://www.bath.ac.uk/campaigns/silvercloud/>), a free online platform with an imminent new module specifically to help in dealing with anxiety in relation to coronavirus.

If you're feeling isolated, [Student Services wellbeing advisors](https://www.bath.ac.uk/professional-services/wellbeing-service/) (<https://www.bath.ac.uk/professional-services/wellbeing-service/>) are always available to talk and help you find ways to ease this, and the SU has its [Corona Community](https://www.facebook.com/groups/309644323349149/) (<https://www.facebook.com/groups/309644323349149/>) on Facebook for keeping in touch and sharing tips and ideas.

I'm aware of many students who have been financially affected by recent events, please remember the [University Hardship Fund](https://www.bath.ac.uk/guides/applying-for-the-university-of-bath-hardship-fund/) (<https://www.bath.ac.uk/guides/applying-for-the-university-of-bath-hardship-fund/>) is available.

The new assessment methods have been designed to take account of the needs of our diverse range of students including those with Disability Action Plans. If you have any concerns, please raise these with your Director of Studies or the [Disability Service](https://www.bath.ac.uk/professional-services/disability-service/) (<https://www.bath.ac.uk/professional-services/disability-service/>).

Challenging household relationships can be exacerbated by the current restrictions. If you are feeling vulnerable, Student Services advisors are there for a confidential non-judgmental conversation and have access to accommodation and finance to alleviate the situation if needed. There is also a range of support and guidance [offered by the University for staff and students](https://www.bath.ac.uk/announcements/domestic-violence-and-abuse-university-support-and-national-services/) (<https://www.bath.ac.uk/announcements/domestic-violence-and-abuse-university-support-and-national-services/>).

For those of you in your final year, please remember the [Careers Service](https://www.bath.ac.uk/professional-services/careers-service/) (<https://www.bath.ac.uk/professional-services/careers-service/>) is there for specialist advice and support on your next steps.

If you have experienced a bereavement, [Wellbeing Support](https://www.bath.ac.uk/guides/student-services-faqs-about-coronavirus/#wellbeing-service) (<https://www.bath.ac.uk/guides/student-services-faqs-about-coronavirus/#wellbeing-service>) is available from Student Services and [The SU's Advice and Support Centre](https://www.thesubath.com/advice/) (<https://www.thesubath.com/advice/>). There's also a range of [faith and spiritual support](https://www.bath.ac.uk/announcements/covid-19-faith-and-spiritual-support/) (<https://www.bath.ac.uk/announcements/covid-19-faith-and-spiritual-support/>) and [The Chaplaincy](https://www.bath.ac.uk/professional-services/chaplaincy/) (<https://www.bath.ac.uk/professional-services/chaplaincy/>) staff are happy to talk with anyone who has been affected, in total confidence.

[Cruse Bereavement Care](https://www.cruse.org.uk/get-help) (<https://www.cruse.org.uk/get-help>) offers free confidential support by telephone, email or face-to-face, with [specific advice on coronavirus](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief) (<https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>).

We are a diverse, international community and we welcome staff, students, and visitors from across the globe. We take all allegations of bullying, harassment and discrimination very seriously. If you witness or are the subject of this behaviour you are encouraged to report it to the University using our [Report and Support Tool](https://www.bath.ac.uk/campaigns/report-and-support/) (<https://www.bath.ac.uk/campaigns/report-and-support/>). You can also contact the police either in person or by phone.

If you are concerned about another student, please contact the [Wellbeing Service](https://www.bath.ac.uk/professional-services/wellbeing-service/) (<https://www.bath.ac.uk/professional-services/wellbeing-service/>) for advice.

Your care of each other through your volunteering or support of your friends and family has been inspiring. Please do make sure that in looking after others you also take time to look after yourselves, so that together we can come through this time as healthily and well as possible.

Regards,

Dr Cassie Wilson Vice-President (Student Experience)

Update on PGT and continuing UG no-detriment - 7.5.20

Dear Students,

I am writing to update you on progress in developing our no detriment measures to mitigate the impact of COVID-19. I appreciate this has taken longer to produce than anyone would have liked, but am confident that taking this additional time has produced robust and fair policies and procedures which best protect students.

We have put together additional guidance documents, which you can access [here](https://www.bath.ac.uk/publications/covid-19-no-detriment-measures-for-taught-student-outcomes/) (<https://www.bath.ac.uk/publications/covid-19-no-detriment-measures-for-taught-student-outcomes/>), summarising all of our agreed no detriment measures as of today (7th May). This covers Postgraduate Taught and continuing students, IMCs and deferrals and will hopefully answer any questions you have about how we will mitigate for the impact of COVID-19 on your assessments.

Postgraduate Taught Students The general principles and mitigation already agreed for all taught students will apply to PGT students. These should cover the majority of issues and ensure no detriment.

In addition, Boards of Studies and Boards of Examiners have been granted greater discretion to grant exception from key areas of our academic regulations for students regarding condoned failure and resits – essentially, removing some of the limitations. We have also approved extensions to the maximum period of registration to support students in exceptional cases.

Your overall classification safety-net will focus solely on your overall performance and not require you to meet thresholds in either the dissertation/project stage or the taught stage(s). More specifically: to achieve a distinction you will need an overall programme average of at least 70%, and to achieve a merit you will need an overall programme average of at least 60%.

Continuing Undergraduate Students The general principles already agreed for all taught students will apply to continuing students. These should cover the majority of issues and ensure no detriment.

In addition, for those continuing students whose marks contribute to their final degree (principally second years), we will calculate both the year average and the Semester 1 average for 2019-20 and use the higher of the two marks to establish your stage average which will contribute towards your Overall Programme Average.

More detailed guidance on these matters can be found in the [updated student guidance documents](https://www.bath.ac.uk/publications/covid-19-no-detriment-measures-for-taught-student-outcomes/) (<https://www.bath.ac.uk/publications/covid-19-no-detriment-measures-for-taught-student-outcomes/>).

Lastly, I want to wish you the best of luck for the assessment period. The commitment, creativity and enthusiasm with which students have adapted to online learning and assessment is testament to the resilience of our Bath community, and I look forward to seeing all you continue to achieve.

Best wishes, Peter

Update on exam timetables and no detriment measures - 1 May

Dear Students,

I hope you and those close to you are able to stay as safe and well as possible in these difficult times.

I am writing with another update on our work to support you, and to try and mitigate the impact of COVID-19 on your learning and assessment.

Clearly, the most helpful thing for staff and students is to publish information which is as comprehensive and complete as possible, rather than constantly releasing information for specific groups or on specific issues. We are in the final process of agreeing changes to policy and procedure through various University committees and whilst we are progressing as quickly as possible, the complexity and need to ensure that any changes are as beneficial as possible to students takes time.

With this in mind, we wanted to confirm you will receive additional information on key aspects of our no detriment policy regarding Postgraduate Taught and Continuing Student 'no detriment' measures, deferrals, and Individual Mitigating Circumstances, by the 7th May.

Your exam timetable will also be sent to you later today (1st May). As you can imagine this has been an extremely complex process this year with new assessment arrangements and colleagues have been working very hard to get these out today. Thank you for your understanding.

For Postgraduate Taught students, the specific no detriment measures proposed for your academic performance are currently under final discussion at Senate, the University committee with overall responsibility for learning and teaching. Discussions are focused on ensuring that measures are fair and account for the specific academic context of PGTs, including careful consideration of the impact of COVID-19 on dissertations.

It is important to stress that the general principles already agreed for all taught students will apply to all students. These should cover the majority of issues and ensure no detriment.

I hope this provides additional clarity and reassurance – as ever, we will update you as soon as we can. Thank you again for your patience. Best wishes, Peter

Additional information on no-detiment - April 22

Dear Student,

I hope you had a restful Easter break, and are managing to keep as safe and well as possible.

We are aware that you might still have questions about how our no-detiment measures could apply to your academic circumstances, and how they will work within your programme requirements. We have produced additional guidance (<https://www.bath.ac.uk/publications/covid-19-no-detiment-measures-for-taught-student-outcomes/>) that you may find helpful in answering these.

Please note that full classification safety-net detail is not yet available for all types of study. In particular, postgraduate taught no-detiment detail is yet to be agreed by Senate (the University committee with responsibility for all matters relating to learning and teaching). Further information will be issued as soon as it is available, and we will keep you informed.

We will update you as soon as we can about other relevant policies and procedures relating to assessment, no-detiment measures, and academic decision-making soon. I'd like to thank you for your continued patience as our staff continue their hard work to respond to this extraordinary disruption.

If you have any questions related to your specific academic context your Director of Studies and/or personal tutor should be able to help. We will keep the FAQ page regularly updated and be in touch with new versions of this document and other guidance.

Best wishes, Peter

Update from the Vice-Chancellor on COVID-19 - 17 April

Dear student,

I hope this message finds you safe and well and that you managed to have a break from study and revision over the Easter weekend. I appreciate that this continues to be a difficult time for so many in our community and my thoughts are with all those who are worried about their health or that of family and friends.

As you may have heard from the UK Government late yesterday, the instruction to all but essential workers is to continue to stay at home for the next three weeks.

For those of you who remain here in Bath, I'm sure you would like to join me as I pay tribute to our own essential workers in Ahs, Estates and others for continuing their work here with such dedication. For example, we have now provided over 16,990 free meals from the Lime Tree to support those of you on campus and I know from many that this has been warmly received.

Our teams on campus have also worked hard to ensure students can access essential services like the shop and computers in the Library foyer whilst maintaining social distancing. Thank you to all those following Government advice on staying at home and observing social distancing measures (<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>); this is still very important given the significant risk posed by COVID-19 to all age groups.

Wherever you are based, I know how hardworking and ambitious Bath students are and I'm grateful for your continuing dedication to your studies. I'm told that we delivered more than 54,800 hours of online teaching content in one month alone, and appreciate that we are all adapting quickly to new ways of teaching and learning. Thank you for your flexibility and engagement.

Recognising that this time is creating additional hardships, please be aware that you can still access Student Services, including wellbeing, counselling and money advice, wherever you are living. You can find more information on our dedicated information pages (<https://www.bath.ac.uk/guides/student-services-faqs-about-coronavirus/>). The National Health Service has also provided information about looking after your mental wellbeing (<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>). whilst staying at home.

For students who are on campus and who need to stay beyond the end of the semester over the summer, you will be able to stay in University accommodation whilst paying your usual rate. Please confirm your plans in advance by contacting accommodation@bath.ac.uk.

We know that some of our students, including doctoral students, may be keen to understand the shape of the coming weeks for your research or studies. We continue to closely monitor UK Government and public health advice. For the medium-term, we are undertaking planning for different scenarios where we can begin to restart our operations. We do not wish to be premature in taking these steps, but there are significant operational implications to restarting our buildings, laboratories and other core services and we must be ready when the time comes.

Please continue to visit our dedicated web pages (<https://www.bath.ac.uk/topics/coronavirus-covid-19/>) and follow our social media channels for updates.

In the meantime, please accept my best wishes.

Yours sincerely,

Professor Ian White Vice-Chancellor and President

Important update on COVID-19 and assessments - email on 8 April

Dear student,

Firstly, I want to say that I appreciate this is an exceptionally difficult time for our students, and the wider University community. The impact of COVID-19 has profoundly changed our lives and I know many people will be juggling competing priorities and real worries about family and friends.

I also appreciate that you have been concerned about forthcoming assessments and exams.

Our aim is to give reassurance to our students at a collective and individual level whilst ensuring we are treating all students fairly and maintaining the value of our degrees. This is not an easy balance but we are committed to putting the wellbeing of you, our students, at the centre of our decisions.

Last week, we set out our initial measures to mitigate the impact of COVID-19 on your assessments, including 'no detriment' for our 2020 student cohort. We received feedback from students, particularly those in their final year, who wanted further clarity about the safety net we want to implement.

Over the weekend, we have been reviewing the new guidance we received on Friday last week from our regulator, the Office for Students, on a range of issues including assessments.

In light of the guidance from the Office for Students, which provided more clarity for universities, we are now able to give additional assurances to our final-year undergraduate students, namely that, provided you meet the essential criteria:

No student will receive a class lower than the class which they would have been awarded on the basis of their performance up to and including semester 1 of their final year.

This complements the initial measures set out and gives an enhanced safety net for final year undergraduates at an individual level.

The essential criteria are that final-year undergraduate students must have taken the assessments that have been set, and must have obtained the same number of credits as they would normally have been required to obtain for the award of their degree. This assurance also applies to students on undergraduate Masters courses.

Of course, we know our students are hard-working and ambitious. If final year undergraduate students do sufficiently well in the semester 2 assessment to merit a higher degree classification, they will receive one. Many students perform even better in Semester 2 than Semester 1 and you will want to achieve the best degree you can for further study or your future career. For those students asking whether their hard work and dedication will pay off, I can confirm you will receive recognition if you do better in the forthcoming assessments.

For those students in earlier years of your degrees, and postgraduate taught students, I know you will have additional questions about how this applies to you.

For undergraduate students in year 2, the issue is more complex, as students on different courses will have completed different amounts of assessment. We will be applying similar principles to those developed for final year undergraduates, outlined above. However, given the variation that exists between courses, we will be reviewing the details of how this is applied to ensure an equitable approach.

For postgraduate taught students, we need to take into account the different structure of the courses and the weightings for assessments including the significant dissertation. Again, we will be looking at how we can apply a fair and equitable approach for you.

Our approach is in line with many other universities in the sector, although it is worth noting that different universities weight their assessment in very different ways over the duration of a degree, so each university needs to consider both sector guidance and local circumstance. I'm sure you will all have a lot of questions, but please bear with us as we work hard on these details in order to provide more information as soon as possible.

In the meantime, I hope this provides reassurance to those final year students who have asked for additional clarity.

These circumstances are unprecedented in the lifetime of our University, and I hope we can all pull together to navigate the next few months with compassion. We will be in touch again soon with further information.

With kind regards,

Professor Peter Lambert Pro-Vice-Chancellor (Learning & Teaching)

CoVID 19, Assessment and 'No Detriment': email on 2 April

Dear student,

As ever, I hope you are keeping safe and well. I am acutely aware of the stress and uncertainty you may be feeling, and the practical and personal pressures you are under during these unsettling times. I also share your disappointment in this strange end to your academic year when you should be celebrating all you have achieved. We remain committed to supporting you to the best of our abilities in the remainder of Semester 2.

As part of this, the University has been giving detailed consideration to what form assessments should take, recognising that many students will not be on campus, and indeed some may be self-isolating, have responsibilities to family or be ill. The University is also aware of the importance to students that its degrees maintain quality and standards, noting the statement from the Minister of State for Universities which made clear last week that universities should enable students to leave with qualifications that have real value and reflect their hard work.

Although, as you will be aware, this is a rapidly changing situation and we are awaiting further guidance from the universities regulator, the Office for Students (in common with many other Universities) we have decided to set out below more details concerning our plans for assessments.

These are the result of consultations with a wide range of external and internal stakeholders. Our Students' Union have been important in ensuring the views of the student community are communicated to us. The approach below is intended to ensure that students are not disadvantaged due to the impact of coronavirus (COVID-19) on their studies and provides a 'safety net' to ensure that the Covid-19 pandemic does not detrimentally impact your academic achievement. Key principles are set out below:

No detriment to our students

The University is committed to ensuring 'no detriment' for our 2020 student cohort at PGT and UG level. This means that it will ensure that the average of the outcomes for each year of the 2020 student cohort are collectively no worse than the average of the outcomes of the previous three cohorts for the appropriate year group.

In addition, we will be looking at the final degree outcomes of every student very carefully and on an individual basis. Through this process, we will ensure that individual degree outcomes are either in line with the result that could reasonably be expected based on previous achievement, including both semester examination results and coursework results, or indeed better if students show improvement in their performance in their final assessments.

'Safety net' measures

The University has identified, and is implementing, measures to mitigate the impact of COVID-19 on your assessment, progression, and award results. We will do this as part of our academic decision-making, without any action needed from you beyond your engagement with your study and assessments.

The University will be taking the following steps as part of a 'safety net' for our students:

- Departments are redesigning your assessments to ensure they remain a fair and appropriate test of your learning in an online environment, and to give you the opportunity to fully demonstrate your knowledge and skills.
- Departments have been given authority to account for the COVID-19 disruption when considering your results. Exam Boards will check academic decisions using individual, unit and cohort profiles – to compare students' results against previous years and ensure they are not disadvantaged, adjusting marks or scaling if necessary.
- We have extended the assessment period by two weeks to take into account unforeseen circumstances and extend deadlines, reducing the pressure on our staff and students. This means you will receive your grades and outcomes from summer assessments slightly later than originally planned.
- If you are not able to complete assessments during this summer period, you will be allowed to defer your assessment to August/September 2020 or later, if necessary, due to the continued impact of the COVID-19.
- We will describe the context for results in a paper to accompany your transcript and other records of achievements, so employers understand the University's approach.

Individual Mitigating Circumstances

The wellbeing of students is of paramount importance to us and, of course, we recognise that despite all the additional processes we have in place, some individuals will unfortunately find themselves in very difficult circumstances. Students should be assured that we will be taking

extra account of the overall impact of COVID-19 as outlined above and therefore you do not have to submit Individual Mitigating Circumstance (IMC) claims. However, we recognise that students will have potential significant impacts from COVID-19 that have affected them individually – for example, you or a relative have become ill with the virus during the assessment period and its run-up. In these circumstances you should submit an IMC and we will take into account that the usual level of evidence cannot always be provided.

As normal, you can submit [IMCs \(<https://www.bath.ac.uk/guides/reporting-individual-mitigating-circumstances-to-the-university/>\)](https://www.bath.ac.uk/guides/reporting-individual-mitigating-circumstances-to-the-university/) for other significant individual circumstances you would like us to take into account when considering your results.

You can find more information on all of this through our [Frequently Asked Questions \(<https://www.bath.ac.uk/guides/coronavirus-covid-19-faqs-for-students-on-learning-and-assessments/>\)](https://www.bath.ac.uk/guides/coronavirus-covid-19-faqs-for-students-on-learning-and-assessments/) page which will be regularly updated as we continue to develop and enhance our plans.

We know you are ambitious and dedicated, and have invested considerably in your studies – personally, financially and emotionally. As a University, we take our duty to support you very seriously and all of us will continue to do everything we can to help you succeed. I hope this information provides you with greater clarity and alleviates some of your concerns. I also hope you will be able to get some rest over the coming Easter period, and return to your work refreshed for the remainder of the academic year.

Best wishes, Peter

Minister of State for Universities message: email on 27 March

Dear student,

We have been asked to share this letter with you, from the Minister of State for Universities. We hope you find the information useful.

As you know, the University is closely monitoring official advice and is regularly updating our webpages: <https://www.bath.ac.uk/topics/coronavirus-covid-19/> (<https://www.bath.ac.uk/topics/coronavirus-covid-19/>).

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As Universities Minister, I wanted to write to students in higher education to explain the latest developments in the battle against COVID-19.

I want to reassure you that we are doing all we can to keep you safe and to mitigate the worst effects of the virus on you and your education. The Government is working closely with the HE sector on a wide range of issues, and student wellbeing is at the heart of those discussions.

Students in residence halls in England

While many students will already have travelled home, I know that those of you who have not, or cannot, will be concerned about what you should do now.

The Government's advice is that students remaining at university in England should now stay where they are and not attempt to travel. If you are living in student halls, or private rented accommodation, you should remain there and stay indoors while current restrictions are in force. As the Prime Minister said, staying put and remaining indoors is a crucial step now to slow the rate of transmission of COVID-19, to protect the NHS from being overwhelmed, and save the lives of fellow citizens. The government published advice on staying at home here: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others> (<https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>)

Should you or any of your friends fall ill while in your student residence, there is guidance on self-isolating here: <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-isolation-for-residential-educational-settings/coronavirus-covid-19-guidance-on-isolation-for-residential-educational-settings> (<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-isolation-for-residential-educational-settings/coronavirus-covid-19-guidance-on-isolation-for-residential-educational-settings>)

I have been discussing with HE providers the additional support that they can give to students. That includes continuing to provide accommodation for those who cannot travel home or have no alternative residence. Providers will also offer a range of other support services to students, including catering and cleaning, and also student health and welfare. We know that providers are bolstering their existing mental health services, and adapting delivery to means other than face-to-face, and these services are likely to be an important source of support for you during this period of isolation. My department is also talking with HE providers to consider how we can offer additional mental health support.

Finals

I am very aware that many of you will be worried about what this means for final exams.

The Office for Students will produce guidance shortly on practical you can complete your studies whilst ensuring quality and standards are maintained. This will cover teaching, continued learning and assessment during this difficult time.

It is important that providers support you and enable you to leave with qualifications that have real value and that reflects your hard work and allow you to progress. I can assure you that we are working closely with the Quality Assurance Agency for Higher Education (QAA) to ensure this happens.

Visas

On Tuesday 24 March, the Home Office updated their visa guidance to provide greater certainty for international higher education students and staff in the UK currently unable to return home due to COVID-19. This covers three main issues: visa extensions, in-country visa switching and distance learning.

Visa extensions

No individual who is in the UK legally, but whose visa is due to expire, or has already expired, and who cannot leave because of travel restrictions related to COVID-19, will be regarded as an overstayer, or suffer any detriment in the future.

Anyone whose leave expired after the 24 January and who cannot leave the country because of travel restrictions or self-isolation will have their visas extended to 31 May 2020. Individuals must contact the Coronavirus Immigration Team email to advise of their situation – please see contact details further down.

In-country visa switching

Individuals (students or staff) who cannot leave the UK due to travel restrictions or self-isolation and wish to stay in the UK in the long-term would ordinarily need to apply for a visa from their home country. Where individuals would normally be required to return to their country of residence to apply for a visa in a different category, they'll now be able to apply from the UK to switch.

Distance learning

Tier 4 students are not normally permitted to undertake distance learning courses. However, due to the current exceptional circumstances, the Home Office will not consider it a breach of sponsor duties to offer distance learning to existing Tier 4 students in the UK or who have chosen to return overseas but wish to continue their current studies. Sponsors do not need to withdraw sponsorship in these circumstances.

New international students who have been issued a Tier 4 visa but have been unable to travel to the UK are permitted to undertake distance learning and sponsorship does not need to be withdrawn.

New international students who have not yet applied for a visa but wish to commence a course by distance learning do not need to travel to the UK to do so and therefore do not require sponsorship under Tier 4.

Further information from the Home Office

Full details covering the above visa issues above can be found at the following link:
www.gov.uk/guidance/coronavirus-covid-19-advice-for-uk-visa-applicants-and-temporary-uk-residents (<https://www.gov.uk/guidance/coronavirus-covid-19-advice-for-uk-visa-applicants-and-temporary-uk-residents>).

The Home Office's Coronavirus Immigration Helpline remains open: 0800 678 1767 (open Monday to Friday, 9am to 5pm – calls are free of charge if made from within the UK). The Home Office asks that customers check gov.uk first as that is the central source of information, but if individuals remain concerned about their immigration status they can contact: CIH@homeoffice.gov.uk (<mailto:CIH@homeoffice.gov.uk>).

Call for Volunteers

Universities are in the front line in the immediate challenge of the COVID-19 virus. There are many ways that universities will be able to contribute to the fight against the virus, including making their facilities and expertise available.

You may already know people with medical or healthcare knowledge who are involved in fighting COVID-19 and there will be opportunities for more people to do so. The Health Minister this week launched a call for volunteers to support vulnerable people to stay safe and well at home.

If you would like to get involved, you can sign up as a NHS volunteer here: <https://www.goodsamapp.org/NHS> (<https://www.goodsamapp.org/NHS>).

Finances

I would like to assure you that the Student Loans Company (SLC) is planning to make Term 3 tuition fee payments as scheduled and that you will continue to receive maintenance payments on the scheduled dates, whether or not campuses are closed or learning has moved online. We expect that providers will communicate clearly with residential students on rents for this period and administer accommodation provision in a fair manner.

I am also aware that some students are facing financial difficulties as a result of the current COVID-19 outbreak. The Government is working closely with the HE sector on a wide range of issues, and student wellbeing is at the heart of those discussions. It will be a matter for universities themselves to deal with individual students' situations. We understand that most universities maintain hardship funds, which can be deployed where necessary. You should also be aware that if you are on a PAYE contract (e.g. part time student work), you may still get 80% of normal income. The guidance is here:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>
(<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>).

I hope that you find this helpful and informative. We will continue to work with the sector and with student representatives (Student Unions and the NUS). If you think that there is more that we can do, please contact the department.

Michelle Donelan MP Minister of State for Universities

University update: COVID-19 and assessment: email on 27 March

Dear Students,

Firstly, I hope you are keeping safe and well during these challenging times.

I am writing with more information on the University's approach to assessments given the impact of Covid19. The last few weeks have been difficult and unsettling for everyone in our community. We are aware that many of you are quite naturally worried about the prospect of what will happen for the rest of the academic year, and in particular whether undertaking alternative forms of assessment will negatively affect performance in the summer.

As a university, our priority is to support you in getting the best education possible. A key part of this is giving you the opportunity to test and demonstrate your knowledge and abilities under fair and appropriate conditions. We want to make sure you are as prepared as possible for your next stage – whether it is the next year of your course, or graduation and future employment. We do not wish to simply set aside our responsibilities to help you fulfil your potential, and believe it would be unfair on many of you to simply curtail assessment at this stage. This is why we have decided to cancel all on-site exams but will be seeking to enable and support you to complete all assessments as planned.

We also recognise the need to ensure you are supported in these unusual circumstances, and to make sure we take account of the extraordinary and challenging conditions in which you will be preparing for and taking assessments.

Colleagues across the University are working hard to ensure you receive appropriate alternative learning, teaching and support and are also working hard to create assessments that will give you the best opportunity to show what you have learned and to meet the requirements of your course.

The exact nature of assessment changes for each of your units is currently being investigated by the academic staff who are responsible for teaching. Be assured that we will make them as flexible as we can to fit the discipline. We are in consultation with external examiners and professional accrediting bodies as appropriate. Your academic department will keep you informed and be available to answer your questions.

There has been some misinformation around the details of what other universities are doing. While this is a rapidly moving situation, I am confident from talking to my counterparts around the UK that our approach is consistent with that of many other universities.

This is a rapidly changing situation, and we are constantly having to adapt our approach to respond to events as they unfold and no doubt will continue to do so. For example, while we will be maintaining individual mitigating circumstances (IMCs), we are acutely aware of the challenges you face in the current extraordinary circumstances and the effect these might have on your performance and are looking into additional measures we can establish to support you.

We are grateful for your patience while we work through these necessary preparations and details and we will endeavour to communicate with you as swiftly, clearly and openly as we can on our plans. In the meantime, please focus on your studies and try not to worry.

If you are having difficulty studying, you should contact your Director of Studies and/or Personal Tutor. As a priority, if the idea of taking a remote examination or coursework assessment presents a problem for you (for example because you do not have a computer or internet access at home) please contact your Director of Studies to let them know.

I appreciate these are uncertain and potentially stressful times. Please take advantage of whatever support is available to you – from us at the University, friends and family – and take care.

Please rest assured that we will do everything we can to support you in preparing for assessment and ensuring that your performance and prior achievements will not be undermined by the difficult conditions under which you are working. We are proud of our students and will do all we can to ensure your success.

Best wishes,

Professor Peter Lambert (Pro-Vice-Chancellor, Learning and Teaching)

Update on COVID-19 and student accommodation: email on 25 March

Dear student,

These are unprecedented times in our lifetimes, and I know that coronavirus (COVID-19) is altering all our lives in ways that would have been unimaginable only a few weeks ago. Our thoughts are particularly with any of you who are yourselves unwell or who are concerned about loved ones.

Our decision last week, to deliver all remaining teaching this Semester online, was not made lightly. However, after consultation and careful consideration of official advice, we felt it was in the best interests of our students and staff to take this step. We are pleased with the reports we have received so far regarding the delivery of lectures online, and are grateful to everyone for their flexibility, patience and hard work in making this provision possible.

News on University-owned student accommodation

We know that those of you in University-owned student accommodation have wanted clarity on payment going forwards and we wanted to update you on this as soon as we were able. Following approval from the University's governing body today, we can now confirm that we will only charge for accommodation that is being occupied after the timetabled Easter vacation. Further details on this will be provided by ahs (Accommodation and Hospitality Services).

Please update us with your contact details

In order for us to be able to support you to the best of our ability, we would be grateful if you could:

- Update your contact address on [SAMIS](https://samis.bath.ac.uk) (<https://samis.bath.ac.uk>) to reflect your current details. We would appreciate it if you could do this as soon as possible.
- If you are still living in Bath, either on or off campus, and have particular personal or study support needs e.g. access to WiFi, that you are currently unable to fulfil, let us know via studentservices@bath.ac.uk (<mailto:studentservices@bath.ac.uk>).

How to access support

Our highest priority remains your education and wellbeing, whether you have decided to relocate from Bath, or if you are still living here. Information about how to access support is available on our [updated web pages](#) ([/topics/coronavirus-covid-19/](#)).

If you remain in our student accommodation, you are likely to have been visited in person last week with reassurance that we are here for you. Please be aware that, following the UK Government's latest announcements, we have closed the Sports Training Village and Founders Hall. We have also significantly revised our catering and retail arrangements but will ensure you continue to have access to essential services.

We recognise that these are particularly challenging times, and as a result, we do wish to assure you that we will seek to support all of you to the best of our ability in the coming weeks.

With very best wishes.

Professor Peter Lambert (Pro-Vice-Chancellor, Learning and Teaching) and Dr Cassie Wilson (Vice-President, Student Experience)

Message from the Vice-Chancellor: email on 12 March

Dear student,

We are seeing an increase of cases of Covid-19 in the UK and Europe, and current indications are that we will be facing the implications of coronavirus over an extended period of weeks, if not months. Although, at the time of writing, there are no cases of coronavirus either at the University, or indeed in Bath and North East Somerset, we must plan effectively for that eventuality.

Firstly, I would like to thank you for the positive and calm way in which you have continued to look after yourselves and each other. It is entirely understandable that we will have concerns, particularly about anyone, including family and friends, who may be more vulnerable to the virus.

For the majority of those who will get the illness, we know the symptoms will be quite mild, like a cold or the flu. We also know that the virus primarily affects those with underlying health conditions, such as respiratory conditions or compromised immune systems, so I would encourage people who feel they are at risk to be especially careful in following public health guidelines. Of course, anyone with immediate health concerns should contact [NHS 111](https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/) (<https://www.nhs.uk/using-the-nhs/nhs-services/urgent-and-emergency-care/nhs-111/>).

It is by both individual action on infection control and hygiene, and by collective endeavours in taking care of one another, that we will succeed in tackling this outbreak over the months to come.

Secondly, I would like to say a word about how the University is planning and what actions we are taking at this time.

A University management team is meeting daily, closely monitoring official advice and planning for a number of eventualities with colleagues throughout our organisation. The efforts of our front-line staff, including our cleaners, who have stepped up the cleansing of surfaces using anti-viral products, will be reassuring to many in our community.

We are updating our dedicated [information page for students](#) ([/topics/coronavirus-covid-19/](#)) on a regular basis. As you would expect, we are following official advice from the Government, NHS and Public Health England. I would encourage you to continue to check this page for guidance, where you will also find information about support available from the University for students who may need to self-isolate.

On the issue of travel, we understand this is a complex area and that some of you are making the decision about whether or not to travel to see family in different countries over the Easter holiday. The decision whether to travel outside the UK for personal reasons is one that only individuals can make. However, we ask that you are mindful of the potential for travel disruption and possible travel restrictions that may be imposed either in country or on your return. With this in mind, please ensure you are keeping up to date with [Foreign and Commonwealth Office travel advice](#) (<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>) and information from [Public Health England](#) (<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public#returning-travellers>).

Finally, looking ahead to the next few weeks, we are working hard to prepare for possible further disruption to University life, including to teaching. We are putting contingency plans in place, in case we must move teaching of lectures online in the near future, or put in place alternative methods of assessment.

I would like to stress that we want to ensure you receive the education you deserve and we will be working very hard over the next few weeks to make that happen in a safe and effective way. We will, of course, keep you updated about any decisions in this area as this work progresses.

The UK Government's emergency committee, Cobra, has met today. The University will closely monitor official advice and we will continue to update you via e-mail and our [web pages](#) ([/topics/coronavirus-covid-19/](#)).

Whilst the University is taking every step we can, none of us can foresee the exact course of events over the weeks ahead. However, what is within our control is how we respond and how we support one another. As a strong, inclusive community, I am confident that the kindness and support I see students display on a daily basis will help see us through the uncertainty ahead.

With best wishes,

Professor Ian White Vice-Chancellor and President

Coronavirus - University Update: email on 28 February

Dear student,

We are very much aware of concerns about coronavirus amongst some members of our community. The health and safety of our students, staff, visitors and the wider community is our top priority and we are regularly updating advice and information (</topics/coronavirus-covid-19/>).

Like many other universities and large organisations, we continue to liaise with Public Health England (PHE) and the NHS. The University's Emergency Planning Team is continuing to meet daily and planning for a range of scenarios, closely following official advice. You may find the following information useful and these links are also included in our information page for students:

- Visit [.gov.uk](https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public) (<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>) for information on the outbreak of coronavirus in China, including the current situation in the UK and information about the virus and its symptoms.
- [NHS information on coronavirus](https://www.nhs.uk/conditions/wuhan-novel-coronavirus/) (<https://www.nhs.uk/conditions/wuhan-novel-coronavirus/>) has advice for travellers and information on the virus and its symptoms.
- For travel advice, you can visit the latest [UK Government travel advice](https://www.gov.uk/guidance/travel-advice-novel-coronavirus) (<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>) related to coronavirus and individual pages for travel advice to [specific countries or territories](https://www.gov.uk/foreign-travel-advice) (<https://www.gov.uk/foreign-travel-advice>).

Anyone concerned about their health in relation to coronavirus should follow [PHE guidance](https://www.nhs.uk/conditions/coronavirus-covid-19/) (<https://www.nhs.uk/conditions/coronavirus-covid-19/>) and contact NHS 111 if the guidance advises them to do so.

As we are still in winter and colds and flu are more common at this time of year, the general advice if you are poorly is to stay at home and follow [NHS guidance on flu](https://www.nhs.uk/conditions/flu/) (<https://www.nhs.uk/conditions/flu/>).

As an inclusive international community, we'd ask all members of our community to continue to be supportive of one another at this time.

Best wishes, Peter and Cassie

Update regarding coronavirus (COVID-19): email on 13 February

Dear student,

As of today, a total of 1,758 people in the United Kingdom have been tested for coronavirus , of whom 1,750 were confirmed negative and eight positive.

A member of our University community remains in precautionary self-isolation while they await the results of a test for coronavirus. We are continuing to monitor the situation and support this individual, alongside working closely with Public Health England (PHE).

The health and safety of our students, staff, visitors and the wider community is our top priority. We continue to be guided by PHE advice and we will communicate with you as soon as we have been notified of the awaited test outcome.

The University's Emergency Planning Team is meeting daily to ensure that we have appropriate procedures and arrangements in place. This group is made up of key leads from across the University and the Students' Union and is in regular contact with PHE, the NHS and key contacts in the local authority to ensure that our approach is consistent with expert advice.

The University is open as normal with teaching, research and all other activities running as usual. We are monitoring the situation closely and we continue to ensure our community is briefed on the latest Government advice and to provide the best support we can in this evolving situation.

We have published coronavirus information for students (</topics/coronavirus-covid-19/>) which covers guidance on studies and attendance at University. We would encourage you to read them and regularly check www.bath.ac.uk/students (</students>) for additional updates.

Please remember to follow good hand hygiene (<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>) and standard infection control guidelines (<https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2017/09/catch-bin-kill.pdf>): Catch it, Bin it, Kill it.

Anyone concerned about their health in relation to coronavirus should follow PHE advice (<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>) and contact NHS 111 if the guidance advises them to do so.

Kind regards,

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