

## Coronavirus – COVID-19 – FAQs

Updated: 9 April 2020

Below is a list of questions and answers BAC accredited providers have asked regarding the coronavirus. If you have a question that cannot be answered from the list below, please email [info@the-bac.org](mailto:info@the-bac.org)

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| 1. | <b>Guidance on the coronavirus</b>   | BAC is unable to provide specific guidance, but we suggest that you keep updated using the following websites as guidance:<br><a href="https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public">https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public</a><br><br><a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a>                                  |
| 2. | <b>Can the accreditation continue, if we have to temporarily close?</b>  | Yes, the accreditation may continue, but we would ask that you continually update us on the closure.  |
| 3. | <b>If our accreditation is up for renewal, and we have been asked to complete a renewal application, can we request an extension for completing the application?</b> | Yes, an extension may be given for completing the application, on request. Please contact us if you think you will need to have an extension for completing your application.   |
| 4. | <b>Can we request an extension on our accreditation, if necessary?</b>   | Yes, an extension on accreditation might be considered, if BAC were unable to conduct its inspection due to lack of teaching. Please contact us if you think you will need to have your accreditation extended.   |
| 5. | <b>If we have an inspection booked, will the inspection continue, or can it be done online/remotely?</b>   | BAC is able to conduct online inspections on a case by case basis. Such an option is usually only available for interim inspections and some supplementary inspections. Please contact us for more information.   |
| 6. | <b>Can you provide any assistance with insurance claims?</b>   | BAC cannot give any specific assistance, but we would be able to provide a formal letter to confirm the status of your accreditation and what the BAC accreditation is about.   |
| 7. | <b>Guidance on any policy for foreign students affected by the coronavirus</b>   | BAC has no specific guidance but suggests that you follow the Government's guidance.<br><br>An organisation called UKCISA may also be able to assist, and they also have a helpline:<br><a href="https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Coronavirus-Covid-19-info-for-international-students">https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Coronavirus-Covid-19-info-for-international-students</a> |
| 8. | <b>Financial &amp; travel guidance</b>   | BAC cannot give specific guidance but suggests that you follow the Government's guidance.<br><br>During the disruption to business and normal practices, particularly for many educational institutions which are closed due to government advice, there is support and guidance available which we have collated below. This is not an exhaustive list, but we hope it provides a useful tool for everyone.  |

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|     |   | <p>Money Saving Expert advice on travel and finances<br/><a href="https://www.moneysavingexpert.com/news/2020/03/uk-coronavirus-help-and-your-rights/">https://www.moneysavingexpert.com/news/2020/03/uk-coronavirus-help-and-your-rights/</a></p> <p>UK Government advice on matters such as financial business interruption support / employer job retention scheme / Self-Employed Income Support Scheme<br/><a href="https://www.businesssupport.gov.uk/">https://www.businesssupport.gov.uk/</a></p>   |
| 9.  | <b>What can I do about any face-to-face programmes which have had to be cancelled?</b>      | <p>Consider teaching the programmes online through video conferencing and webinars etc. Circulate materials and documentation to participants through your virtual learning environment (such as Moodle or Blackboard) if you have one or through email if you do not. Examples of online conferencing software include Zoom, GoToMeeting, Google Hangouts, Microsoft Teams, Messenger, Skype and many more.</p>  |
| 10. | <b>Are there any resources available for institutions transitioning to online teaching?</b> | <p>If you are delivering your classes online instead of face-to-face there are things to consider for your employees (access to documentation, technology to support delivery), things to consider when communicating with students (email, remote video conferencing, letters or telephone calls) and then delivering the teaching online.</p> <p>There is some helpful guidance available on the links below:<br/><a href="https://guildhe.ac.uk/coronavirus-general-information-and-guidance-for-members/">https://guildhe.ac.uk/coronavirus-general-information-and-guidance-for-members/</a><br/><a href="https://atus.wvu.edu/kb/keep-teaching-checklist-temporary-remote-teaching">https://atus.wvu.edu/kb/keep-teaching-checklist-temporary-remote-teaching</a></p> |
| 11. | <b>Keeping relationships with partners, organisations, schools, parents</b>                 | <p>Continue to keep stakeholders informed on developments, e.g. if you are transitioning to online courses, holding an open Q&amp;A session. You could consider offering additional free/low fee online webinars etc on relevant topics.</p>  |
| 12. | <b>Example of tasks for furloughed staff</b>  | <p>Use the time to pursue any research and online training which may be helpful in the development of your organisation and/or training programmes. For example, FutureLearn offers free online courses on a variety of subjects.</p>   |
| 13. | <b>Practical support in adjusting to working from home</b>                                  | <p>There is guidance available around ensuring your wellbeing during this difficult time.<br/><a href="https://www.thiscanhappenevents.com/resources/webinars">https://www.thiscanhappenevents.com/resources/webinars</a><br/><a href="https://www.mind.org.uk/information-support/coronavirus/">https://www.mind.org.uk/information-support/coronavirus/</a></p>   |
| 14. | <b>UKCISA campaign to provide guidance to institutions, partners and students</b>           | <p>UK Council for International Student Affairs (UKCISA) is the UK's national advisory body serving the interests of international students and those who work with them. They have launched a the <a href="#">#WeAreTogether campaign</a> which aims to create a positive and supportive digital community on social media as the sector pulls together through the Covid-19 crisis. Briefing documents about the campaign are available through the links below.<br/><a href="#">Briefing for members and partners</a><br/><a href="#">Briefing for students</a></p>  |