26th May 2020

Dear Student,

You are receiving this message as according to our records you are currently overseas completing your international study/work placement. If for any reason this information is incorrect and you have now returned to the UK/your home country please email IPOincidentsupport@manchester.ac.uk and also update the Covid-19 International Placements Questionnaire (https://forms.gle/eekLht9rbsVfjpLE7).

I hope that you are managing to make the most of your time abroad despite the very challenging global circumstances and the various limitations to daily life in many places. I am writing for two reasons, firstly to remind you about the various sources of support available to you and secondly to provide you with some information and reminders ahead of you completing your placement; I appreciate for some of you there may still be 2-3 months to go.

ONGOING SUPPORT
Please remember if you need support, advice or guidance at any time you can contact any of the following:
- Your Academic Adviser
- Your School or Discipline Academic Placement Co-ordinator/Residence Abroad Tutor/Academic Exchange Adviser
- Your Placement Administrative Team eg. the International Programmes Office, Residence Abroad Office (for Languages), SBS Placements Office, AMBS Placements Team etc

If you are struggling with something and don’t know who to contact then you can always use the IPOincidentsupport@manchester.ac.uk email and we will ensure that you receive a response.

Almost all staff have access to Zoom and will be able to arrange to call you online to have a virtual ‘face-to-face’ conversation.

A wealth of online resources have been put together by The University of Manchester to support all students as everyone copes with remote studying, working, isolation etc. You can access these here: http://www.studentsupport.manchester.ac.uk/
You can also find some useful links and resources in our ‘While you are away’ section of ‘Go Abroad’: http://www.goabroad.manchester.ac.uk/while-you-are-away/ (please note that we are in the process of updating some of this information to reflect the current situation)

FCO COUNTRY ADVICE FOR ‘STAYING DURING CORONAVIRUS’
Hopefully you will have noticed that for many countries the FCO have now added a section titled ‘Staying during Coronavirus’. The following is an example showing the information that has been provided for Australia: https://www.gov.uk/foreign-travel-advice/australia/staying-during-coronavirus
Please do make sure that you refer to this section for your country as it provides a range of useful links and guidance including information on internal travel restrictions, social distancing measures etc. This may be particularly helpful for those of you studying in countries where you are not a native speaker (or broadly equivalent) of the host country language.

END OF PLACEMENT GUIDANCE AND REMINDERS
Many of you will be rapidly approaching the end of your placement, the following are things that you should consider as you approach the end of your placement:

1) GRADE CONVERSION SUPPLEMENT FORM

If your grades will count towards your final degree mark and you are participating in the International Exchange Programme (managed by the IPO), please make sure that you send a copy of the Grade Conversion Supplement form (downloadable from: [http://www.goabroad.manchester.ac.uk/while-you-are-away/grade-conversion/](http://www.goabroad.manchester.ac.uk/while-you-are-away/grade-conversion/)) to each of your overseas lecturers. Once completed you should then email the completed forms for all course units directly to your Academic Exchange Adviser at The University of Manchester. You may find that some teaching staff at your host university are unwilling to complete this document, in this case please simply forward the correspondence confirming this to your Academic Exchange Adviser. Please note that teaching staff at the National University of Singapore and the University of Melbourne will not complete these forms. The University of Sydney have an alternative form which the IPO will send to relevant students.

Please note: if you are on a pass/fail year, you do not need to submit Grade Conversion Supplement Forms.

2) TRANSCRIPT

If you are studying abroad, you will need to ascertain how your host university/organisation will issue your transcript. Transcripts may be issued automatically or you may need to order them so make sure you check this before you leave. Occasionally you may need to pay for your transcript and it’s much easier to do this whilst you are in country and have access to a bank account/funds in the relevant currency. If at all possible please arrange for your transcript to be issued via email to The University of Manchester rather than by post as we don’t yet know when staff will be returning to campus. Many host universities have online portals for releasing transcripts but if your university needs to directly email a transcript then it should be directed as follows:

**IPO managed students:**
- Denise (USA, Canada and Israel) – denise.whitehead@manchester.ac.uk
- Deborah (Australia, New Zealand, Asia and Europe) – deborah.williams-2@manchester.ac.uk
- Vicki (Netherlands and Scandinavia) - victoria.rowlands@manchester.ac.uk

**AMBS students:**
Andrew Walker – andrew.walker@manchester.ac.uk

**Languages students:**
residenceabroad@manchester.ac.uk

Please make sure that you check your student account for any outstanding fees, debts and library fines these must be settled before you leave, otherwise your host university will not release your transcript and Manchester will not be able to recognise your placement. Do make sure that you secure a copy of your transcript for yourself as you may need this for future postgraduate course/job applications.

3) INSURANCE COVER

Please remember that The University of Manchester insurance policy only covers you for 7 days after the end of your placement unless you are stranded and unable to leave. If you have reached the end of your placement and are unable to leave due to local
restrictions/medical circumstances then please email IPOincidentsupport@manchester.ac.uk so that we can support you accordingly and also advise as to what cover remains in place. If for any reason you are choosing to stay in your host country beyond the end of your placement you must make sure that you have your own travel insurance in place and ensure that you fully understand what is covered and excluded particularly under the current circumstances. You should also make sure that remaining is permitted under the terms of your visa.

INSURANCE CLAIMS
I want to make a claim due to Covid-19
If you are cancelling travel or experienced a disruption to your trip due to coronavirus, before submitting a claim, contact the travel agent, airline or hotel to seek a refund or make alternative travel arrangements. If you used a credit or debit card to make the booking, you can also contact your card provider and seek a refund under the Consumer Credit Act.

Once you’ve taken the above steps, if there are any remaining unrecoverable losses, you can submit a claim together with your original and amended itineraries and any other relevant documents, such as receipt of purchase or payment, cancellation notice from third parties and any written evidence of the refund sought, to substantiate your loss.
To make a cancellation or curtailment claim due to coronavirus, please follow the process:

1. Read the guidance note thoroughly
2. Complete a claim form ensuring all information is accurate and you have documentation to support all relevant sections of the form
3. Send your completed claim form with ALL supporting information to Coronavirus-Insurance@manchester.ac.uk with the subject title “CV19 claim – (your name) – (your University ID)”.
4. Claims must not be sent directly to AIG as they may not be processed.

Note: Inaccurate information or lack of appropriate supporting evidence is likely to result in delays in assessing your claim, or claim being rejected.

For any other travel claim not related to coronavirus, please contact the Insurance Office.

4) TRAVELLING AND SECURING FLIGHTS
The FCO pages for many countries include specific ‘return to the UK’ sections. The following is an example for Japan: https://www.gov.uk/foreign-travel-advice/japan/return-to-the-uk. PLEASE make sure that you have signed-up to receive updates from the FCO for your location and look at the advice for securing your return. You are strongly encouraged to sign-up to the social media feeds for the British (or your own national) Embassy in your host country.

The following is a useful resource for understanding how to protect yourself on your journey home/as you fly: https://travelhealthpro.org.uk/news/514/coronavirus-covid-19-pandemic-advice-for-those-returning-from-abroad

5) QUARANTINE AND MEASURES ON RETURN TO THE UK/YOUR HOME COUNTRY
The measures in places in the UK and other countries are constantly evolving and it is important to make sure that you fully understand the rules you will be expected to follow when you return to your home country. You can find the relevant guidance for the UK here:

PLEASE NOTE THAT THE GUIDANCE FOR ENTERING/RETURNING TO THE UK WILL CHANGE ON 8TH JUNE AND YOU WILL BE REQUIRED TO QUARANTINE/SELF-ISOLATE FOR 14 DAYS IMMEDIATELY FOLLOWING ENTRY TO THE UK.

6) UPDATE THE SURVEY
Please keep us up-to-date with your current situation by completing the Covid-19 International Placements Questionnaire - https://forms.gle/eekLht9rbsVfJpLE7 - let us know your intended date of departure and then update the survey again to confirm your safe arrival back in the UK/your home country.

I know many of you have encountered far more challenges during your time abroad than you could ever have imagined possible at the outset and all of you have shown incredible resilience and determination. It is an incredibly challenging time for everyone but I hope amidst it all you are enjoying/have enjoyed some elements of your time overseas.

Stay safe and take good care,
Caroline

Dr Caroline Whitehand
Manager, International Programmes Office