



London Design & Engineering UTC

Re-opening plan
15th June 2020

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Introduction

This re-opening plan should be read in conjunction with LDE UTC's risk assessments and government guidance which can be found <https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/reopening-schools-and-other-educational-settings-from-1-june>

The government in its briefing on Monday 24th May expects schools/colleges to offer some face to face time for its Year 10 and Year 12 learners.

In order to achieve this, LDE UTC distributed a high-level plan to all stakeholders on Friday 22nd May 2020. And, to support the detailed plan and risk assessment and to better understand parents/carers and staff concerns we consulted via an online survey, issued on Wednesday 3rd June 2020 and further chased via Heads of Year.

As a result, LDE UTC plans to offer face to face contact in the following manner and an improved remote on-line teaching and learning model to all learners.

At this time in our re-opening phase, no learner or member of staff should feel obliged to return to on-site learning/working.

Navigating this plan

In order to allow the reader to orient their way through the plan we have split it into three main areas.

1. How will we operate, focusing on the Teaching and Learning
2. How we make use of our facilities, including travel to and from college and internally around the college.
3. How we are going to manage infection control

How we will operate

Teaching and Learning

Our current procedure to support remote learning has been as follows:

- Staff will set work for the week for all learners on Mondays by 8:30am on Satchel:One (SMHW)
- Work will be labelled as 'CCC Week [x], subject, year group.
- Learners have a week to complete and submit tasks.
- Teachers provide feedback the following week on Satchel:One using the 1-4 grading with individual comments.
- Where learners are not submitting work, our Head of Years are carrying out weekly phone calls to support learners.
- If learners have required additional support, our teachers have been available from 8:00am – 5:00pm to answer any individual queries.

From 15th June 2020 we are updating our remote learning procedures, in line with government guidance, to include on-site and off-site live lessons. It is important to highlight the steps for setting work still remain the same as our existing remote learning protocol. In addition to this, our learners will receive one live lesson per week for all subjects in all year groups. This change will allow learners to have a 'face 2 face' opportunity with their teachers to support their learning. All learners are expected to attend the live lessons.

These lessons will allow our teachers to deliver high quality content of new material, will be an opportunity to assess prior learning through live retrieval and provide instant feedback. The live lesson will be related to the weekly work being set.

All live lessons will be delivered through Microsoft Teams and each live lesson will take place for 50 minutes. Teachers will create classes and channels for all their classes/learners. Learners must check their emails to see their invites to the class in Teams. If a learner has multiple teachers for a subject, they will only have one class, but multiple channels for different teachers within the subject.

The live session will take place in two ways:

1. On-site live lessons, for Year 10 Maths, Science and English and all subjects in Y12. It is compulsory for the teacher to record all of the live lesson through teams for safeguarding and monitoring attitudes to learning. Learners who have opted to not go into the college will be able to join in remotely during the timetabled slot through Microsoft Teams.
2. Off-site live lessons, each subject in Y9, and option subjects for Y10 will receive one live lesson taught off-site via Microsoft Teams, these must also be recorded for the reasons as stated above.

Key points to consider for learners:

If learners are joining remotely, they must log onto Microsoft teams promptly at their scheduled live lesson time. They will find the link to join the class within the relevant channel or via the calendar.

All recorded lessons will be available through teams with a link added to the padlet.

Teaching and learning guidelines for all teaching staff to follow

When delivering live lessons, teachers will continue to follow the TEEP learning cycle.

The lesson structure should include the following sequence:



Prepare - Have a greeting/welcome at the start of each lesson and outline what the lesson will be focusing on.

Present – This is where the teacher is presenting new information, modelling and scaffolding knowledge. The teacher will present new information small chunks; this will be the ‘taught’ element of the live lesson and will be recorded.

Apply – Teachers will be explicit when explaining the tasks set and how the learners are expected to complete these. The teacher must be clear with the time frame that learners have to complete the tasks. Learners should feedback to the teacher within the lesson to demonstrate their understanding.

Review – Teachers will review learning throughout the lesson using a variety of strategies, i.e. directed key questions, quizzes. Teacher will include a conclusion /summary of lesson. Did everyone understand? Is everyone clear on when work is to be submitted? Teachers will reiterate the timeline on returning work.

Key points to consider for teachers:

Teams will be used as platform to deliver live lessons and an opportunity to provide live feedback, particularly whole class feedback. For individual grading of work submitted, teachers will continue to use

Satchel:One stating whether work has been submitted / late submission etc. and the Independent Learning (IL) 1-4 grade for the week.

Staff must schedule their live lessons in advance within teams, setting them to repeat until the end of term and adding the relevant class as 'required attendee' Please refer to the timetable to see when the live lessons will be taking place.

Learners must be congratulated for taking part, teachers will award points on SIMS for positive engagement. Due to all lessons being recorded, any poor behaviour will be reported via SIMS and will be dealt with by the Pastoral and Leadership teams.

Teachers do not need to use video to show their face during the live lesson and can only use their audio if this is what they feel fits best with their lesson. When delivering live lessons, teachers and learners need to ensure they are in a quiet space. If a teacher is using video for their live lesson, the teacher must use a background which is clear and free from distractions.

During the live session the teacher must ensure that they are the 'presenter' and learners are the 'participants'.

Teachers will only utilise the 'live lesson' on Microsoft Teams during the timetabled slot, unless otherwise approved by a member of the Leadership Team.

Teachers have received a 'how to' guidance document regarding delivery.

On-site learning and working - Opening days and times

From 15th June 2020 to the 17th July 2020 the College will be open to specific groups on Mondays to Thursday each week (closed on Fridays). These groups are keyworker children (Mondays to Thursdays), Year 10 learners (one bubble on Tuesdays, one on Thursdays and one on Wednesdays if needed), Year 12 learners (one bubble on Tuesdays and one on Thursdays if needed). Staff will only be on-site where indicated on the staff rota/timetable.

See the sections in this document for "Keyworker children", "Year 10s" and "Year 12s" for the specific on-site times and days for you/your child.

The College will be open for staff to arrive from 9:30am and leave by 3pm at the latest on Mondays to Thursdays (closed on Fridays), but staff should only arrive when needed and leave site when no longer needed and should also be conscious of the travel advice below if using public transport. While not on-site staff should continue to work from home. Staff on-site time is managed by a rota and timetable available on the staff area of the website.

Cleaning staff and maintenance contractors can be on-site at other times to undertake their duties provided it is pre-agreed with the Facilities Manager and in accordance with their risk assessment/the "Managing Premises during COVID-19" risk assessment.

Visits to the site by anyone other than staff and learners as shown above should be avoided wherever possible, and instead telephone/video meetings should be used. If an on-site visit is unavoidable it must be pre-arranged with a staff member at LDE UTC and reported to reception@ldeutc.co.uk at least 24 hours in advance.

Year 9 Learning timetable



Year 9 learner timetable

This document provides you with guidance that will help you stay on track with your learning whilst you are at home and highlights when your live lessons are. It is very important that you continue to access your lessons during this time so that you do not fall behind in your learning. **Remember, your teachers are here to help you even though you are not in college.** Your teachers are an email away, please do not hesitate to contact them with questions or concerns.

You are required to read all communications and be available to be contacted by the college at all times during normal college hours. You can do this by; Checking your college email on an hourly basis throughout the college day and answer your home telephone/mobile if it rings.

Live lessons – highlighted in green

Go to Teams in Office 365. Your teacher will have added you to a class and will invite you to a meeting for your lesson. This will also be recorded so you can go back and access at a later date.

| | Monday | Tuesday | Wednesday | Thursday | Friday | |
|-------------|--|----------------------|----------------------|---|----------------------|---------------------|
| 08:30-09:00 | Morning Briefing: Log into the Digi-Sector-Padlet each morning and read the daily notes. Click here. | | | | | |
| 09:00-09:30 | PE: join a LIVE fitness routine with Bodycoach Click here. | | | | | |
| 09:30-10:30 | Independent learning | Independent learning | Independent learning | Independent learning | Independent learning | |
| 10:30-11:30 | Live Lesson English Online | | | Art Business Geo Triple Sci | | Live Lessons Online |
| 11:30-12:30 | Live Lesson Maths Online | | | Computing Graphics History Spanish | | Live Lessons Online |
| 12:30-12:50 | Break | | | | | |
| 12:50-13:50 | Live Lesson Science Online | Independent learning | Independent learning | Eng Design Eng Mech Built Env DT | Live Lessons Online | |
| 13:50-15:10 | Independent learning | | | Independent learning | Independent learning | |

Independent learning

- o Staff will set work for all of your subjects on Mondays by 8:30
- o Your work can be found on [SatchelOne](#), labelled **CCC Week [x], [subject, class name]**
- o **Click here for the link** You will need to log-in by clicking 'Sign in with Office 365' and using the college username and password.
- o You must submit your work at the end of the week. Your teacher will clarify how to submit this.
- o Your teacher will provide feedback to you the following week.
- o You will be expected to respond to the feedback.
- o You are required to complete all college work at home

Need Pastoral support? [Click here to email](#)

Need IT support? [click here to email](#)

Year 10 Learning Plan

Year 10 learners will be divided into “bubbles” that will attend the College one day per week and will participate in English, Maths and Science led by a specialist subject teacher (but not necessarily their own teacher) Learners (and their parents/carers) will be informed of their group and on which day they should attend. The College Day will begin at 10.30am for these learners and end at 1.50pm. On a second day, live ‘on-line’ lesson will take place for option subjects. (this may change depending on numbers)



This document provides you with guidance that will help you stay on track with your learning whilst you are at home and highlights when your live lessons are. It is very important that you continue to access your lessons during this time so that you do not fall behind in your learning. **Remember, your teachers are here to help you even though you are not in college.** Your teachers are an email away, please do not hesitate to contact them with questions or concerns.

Bubbles A&B have core lessons on Tuesday, bubbles C&D on Thursday. All option subjects have an offsite live lesson scheduled. Please attend the lesson according to your bubble and your option block choices.

Year 10 learner timetable

Live lessons – of-site live lessons are highlighted in green On-site live lessons are highlighted in pink

Go to Teams in Office 365. Your teacher will have added you to a class and will invite you to a meeting for your lesson. This will also be recorded so you can go back and access at a later date.

| | Monday | Tuesday Bubbles A&B C&D | Wednesday | Thursday Bubbles A&B C&D | Friday | | | | | | | | | | | | |
|-------------|--|-------------------------------|---|--------------------------------|-----------------------|----------|-----------|-----------|---------------------|----------------------|-----------------------|-----------|----------|---------|---------|---------------------|----------------------|
| 08:30-09:00 | Morning Briefing: Log into the Digi-Sector-Padlet each morning and read the daily notes. Click here. | | | | | | | | | | | | | | | | |
| 09:00-09:30 | PE: join a LIVE fitness routine with Bodycoach Click here. | | | | | | | | | | | | | | | | |
| 09:30-10:30 | Independent learning | Independent learning | Independent learning | Independent learning | Independent learning | | | | | | | | | | | | |
| 10:30-11:30 | Independent learning | Live Lesson English | <table border="1"> <tr><td>Art</td><td rowspan="5">Live Lessons Option B</td></tr> <tr><td>Business</td></tr> <tr><td>Geography</td></tr> <tr><td>Computing</td></tr> <tr><td>Graphics</td></tr> <tr><td>Triple Sci</td><td rowspan="5">Live Lessons Option C</td></tr> <tr><td>Computing</td></tr> <tr><td>Graphics</td></tr> <tr><td>History</td></tr> <tr><td>Spanish</td></tr> </table> | Art | Live Lessons Option B | Business | Geography | Computing | Graphics | Triple Sci | Live Lessons Option C | Computing | Graphics | History | Spanish | Live Lesson English | Independent learning |
| Art | Live Lessons Option B | | | | | | | | | | | | | | | | |
| Business | | | | | | | | | | | | | | | | | |
| Geography | | | | | | | | | | | | | | | | | |
| Computing | | | | | | | | | | | | | | | | | |
| Graphics | | | | | | | | | | | | | | | | | |
| Triple Sci | Live Lessons Option C | | | | | | | | | | | | | | | | |
| Computing | | | | | | | | | | | | | | | | | |
| Graphics | | | | | | | | | | | | | | | | | |
| History | | | | | | | | | | | | | | | | | |
| Spanish | | | | | | | | | | | | | | | | | |
| 11:30-12:30 | Independent learning | Live Lesson Maths | Independent learning bubble C/D | Live Lesson Maths | Independent learning | | | | | | | | | | | | |
| 12:30-12:50 | Break | | Break | Break | | | | | | | | | | | | | |
| 12:50-13:50 | Independent learning | Live Lesson Science | <table border="1"> <tr><td>Eng Design</td><td rowspan="4">Live Lessons Option A</td></tr> <tr><td>Eng Mech</td></tr> <tr><td>Built Env</td></tr> <tr><td>DT</td></tr> </table> | Eng Design | Live Lessons Option A | Eng Mech | Built Env | DT | Live Lesson Science | Independent learning | | | | | | | |
| Eng Design | Live Lessons Option A | | | | | | | | | | | | | | | | |
| Eng Mech | | | | | | | | | | | | | | | | | |
| Built Env | | | | | | | | | | | | | | | | | |
| DT | | | | | | | | | | | | | | | | | |
| 13:50-15:10 | Independent learning | | | | | | | | | | | | | | | | |

Independent learning

- o Staff will set work for all of your subjects on Mondays by 8:30
- o Your work can be found on [SatchelOne](#), labelled **CCC Week [x], [subject, class name]**

Click here for the link You will need to log-in by clicking ‘Sign in with Office 365’ and using the college username and password.

- o You must submit your work at the end of the week. Your teacher will clarify how to submit this.
- o Your teacher will provide feedback to you the following week.
- o You will be expected to respond to the feedback.
- o You are required to complete all college work at home

Need Pastoral support? [Click here to email](#)

Need IT support? [click here to email](#)

Year 12 Learning Plan

Year 12 learners are expected to attend on Tuesday only. Year 12 learners will begin their lessons at 10am and end at 2.15pm. Learners who do not have a first lesson must not arrive at College until their next lesson starts. Similarly if they do not have a lesson during the last session, they must leave once they have completed their last lesson. Please note that Sixth Form learners will not be able to leave the college site during “free” periods, but instead should go to the designated classrooms for free periods, where they can have a supervised study period.



This document provides you with guidance that will help you stay on track with your learning whilst you are at home. It is very important that you continue to access your lessons during this time so that you do not fall behind in your learning. **Remember, your teachers are here to help you even though you are not in college.** Your teachers are an email away, please do not hesitate to contact them with questions or concerns.

You are required to read all communications and be available to be contacted by the college at all times during normal college hours. You can do this by; Checking your college email on an hourly basis throughout the college day and answer your home telephone/mobile if it rings.

Year 12 learner timetable

Live lessons – online or in college on Tuesdays

| Time | 08:30-09:00 | 09:00-09:30 | 10:00-11:00 | 11:05-12:05 | 12:05-12:25 | 12:30-13:30 | 13:30-14:30 | Independent learning Mondays, Wednesdays, Thursday & Fridays 9:30 -16:00 | |
|----------|---|---|--|--|-------------|--|--|--|--|
| Activity | Briefing | PE | Go to Teams in Office 365. Your teacher will have added you to a class and will invite you to a meeting for your lesson. This will also be recorded so you can go back and access at a later date. | | | | | | <ul style="list-style-type: none"> Staff will set work for all of your subjects on Mondays by 8:30 Your work can be found on SatchelOne, labelled CCC Week [x], [subject, class name] |
| Tasks | Log into the Digi-Sector-Padlet each morning and read the daily notes. Click here for the link. | Join a LIVE fitness routine with Bodycoach. | Art Eng_Mech Psychology Maths HKN/KS (PHI) Math Studies Physics | Eng_Design Eng_Mech Biology Graphics Computer Science Economics | Lunch | Built Env Business Studies Digital Media Dip Digital Media xCert Maths HKN/VWB (KBY) Math Studies | Eng_Design DT Digital Media Dip Chemistry | | <ul style="list-style-type: none"> Click here for the link You will need to log-in by clicking 'Sign in with Office 365' and using the college username and password. You must submit your work at the end of the week. Your teacher will clarify how to submit this. Your teacher will provide feedback to you the following week. You will be expected to respond to the feedback. You are required to complete all college work at home |

Need Pastoral support? [Click here to email](#)

Need IT support? [click here to email](#)

Keyworker Learners Plan

A supervised space will be available to learners who are keyworker children and wish to continue their online learning within the college building, these learners should arrive at 10am and leave by 2pm and the provision will be available Monday to Thursday only. Learners will be allocated a desk for the whole day. Learners will be asked to bring in their own portable computer device, or if they do not have access to one, the College will provide one to be allocated to that learner for the remainder of the term.

Key worker children in year 10 and 12 will join their groups on the days the groups run. Other than this keyworker children will be kept together in a dedicated room(s) with no more than 15 in any room.

Key worker children will be expected to continue with the online learning set by their subject teachers in the same way as if they were at home.

Mental Health & Wellbeing support

Mental health and wellbeing is always very important, and has become even more critical during this pandemic. The college has regularly updated its staff and learners with useful resources, some of which are detailed below.

- Parents/carers
 - Government advice to parents and carers on supporting young people’s mental health during COVID-19 [Click here](#).
 - <https://youngminds.org.uk/find-help/for-parents/>
 - <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>
 - <https://www.annafreud.org>
 - <https://www.headstartnewham.co.uk>
 - <https://families.newham.gov.uk/kb5/newham/directory/family.page?familychannel=1-1>
 - <http://www.bereavement.co.uk>

- Learners
 - <https://youngminds.org.uk>
 - <https://www.annafreud.org>
 - <https://www.headstartnewham.co.uk>
 - <https://www.kooth.com>
 - <https://www.nhs.uk/conditions/stress-anxiety-depression/bereavement-and-young-people/>
 - Chaplaincy@ldeutc.co.uk
 - All learners are receiving a weekly wellbeing call from their head of year, regardless of whether they are on-site or learning from home. This is a dedicated opportunity to discuss wellbeing, and raise any concerns.

- Staff
 - All staff will have access to our “Employee Assistance Programme”, this provides a 24/7 telephone line manned by BACP accredited counsellors who are there to help staff with any matters they are worried about (work based or in their personal lives). This service also offers some face-to-face counselling where needed and other excellent benefits. More information on how to access this scheme is included in the Staff Area of the LDE UTC website.
 - All staff are having weekly wellbeing calls with their line managers, regardless of whether they are on-site or working from home. This is a dedicated opportunity to discuss wellbeing, and raise any concerns.
 - All staff have been provided with flexibility to temporarily change the way they work during the coronavirus pandemic to support their work-life commitments and wellbeing.
 - The Chaplaincy continues to offer support to all the staff and learners at LDE UTC (chaplaincy@ldeutc.co.uk)

- Staff are also encouraged to spend time understanding how they can support learners' wellbeing at <https://www.gov.uk/guidance/teaching-about-mental-wellbeing>

Expectations of the learner

Learners must only attend the College if they have advised the College that they are going to do so. They must only attend on the day allocated to them. They must not attend if they or a member of their household has COVID-19 related symptoms.

- When attending the college, learners are expected to follow the rules and expectations outlined in this document. This will help to maintain the health and wellbeing of everyone in our college and wider community. If parents/carers feel that their child is unable to conform to the revised rules and expectations, they should contact the Head of Year in the first instance so that alternative arrangements can be considered with the relevant member of the Leadership Team.
- Learners should arrive to college and leave at the designated time.
- Learners should not congregate outside the college at the end of the day.
- Learners must use a sanitiser to disinfect hands on entering and leaving the college, and on entering the allocated classroom. They should also wash their hands with soap regularly during the day.
- Learners must maintain a safe distance from others.
- Avoid physical contact at all times. No hugs, shaking hands etc.
- Do not share belongings i.e. pens, food etc.
- Learners must not use any of the social spaces within the college.
- Learners should only enter the toilets if there is free cubicle (see "Toilets" section of this document)
- In IT rooms keyboards and mice should be wiped by the learner (using the wipes provided in each room) before the start of each lesson and the disposable gloves provided must be worn. These should then be discarded at the end of the computer lesson and placed in the bin before leaving the classroom.
- Learners must wear their lanyards at all times.

Reasonable adjustments made for learners with more challenging behaviour.

Challenging, complex and unsafe behaviors ("behaviours of concern") involve a very small proportion of our learners. As some of the strategies we currently use for de-escalation and to support positive behaviour cannot be used in the current circumstances (COVID -19), a risk assessment plan is completed for learners where the risk of complex, unsafe behaviour is likely.

This may include learners:

- who have an individual behaviour plan, known to have persistent poor behaviour, or SEN needs e.g. autism etc.
- where the college deems it to be necessary due to behaviour of the learner before the COVID- 19 pandemic

Unsafe behaviours at this time include:

- Spitting, licking and biting
- Physical aggression involving skin to skin contact- pushing, shoving
- Running/walking away from adults to areas that are out of bounds for the learner as per the College Risk Assessment plan.
- Serious emotional distress caused by the need to maintain social distancing

The risk assessment will be discussed and agreed with parents of particular learners. Where it is deemed that a child is too high a risk to come into college and keep themselves and others safe, the college will work with the parents and learner to support a gradual transition into college at an appropriate time when routines have been established at College.

Reasonable Adjustments

Reasonable adjustments have been made in addition to our Behaviour Policy and will take effect from June 15th, 2020 until the end of this academic year.

If learners display any of the following behaviors, parents/carers will be contacted by either the teacher or the HoY as laid out below, and the provision and approach discussed. Where we are unable to reduce the impact and risk of the behaviour the indicated below sanction will be used.

| | | |
|--|---|---|
| <p>Spitting, licking and/or biting others.</p> | <p>Inform the HoY by email or by sending a responsible learner to convey the message.</p> <p>Remove other learner and adults to a safe distance.</p> | <p>The learner will be sent home immediately and a ½ day fixed term exclusion will be added to their record</p> |
| <p>Physical aggression involving skin to skin contact.</p> | <p>Parents informed and provision and approach discussed.</p> <p>Contact the parents of both learners: the perpetrator and the victim.</p> | <p>A behaviour risk assessment will be undertaken which may indicate that it would not be safe for the learner to be in college.</p> |
| <p>Deliberately coughing in the direction of other pupils and/or adults.</p> | <p>Inform the HoY by email or by sending a responsible learner to convey the message.</p> <p>Remove other children and adults to a safe distance.</p> <p>Parents informed and provision and approach discussed</p> <p>Contact the parents of the child and the child who has been coughed at.</p> | <p>The learner will be sent home immediately and a ½ day fixed term exclusion will be added to their record</p> <p>A behaviour risk assessment will be undertaken which may indicate that it would not be safe for the learner to be in school.</p> |
| <p>Running away from members of staff to access out of bounds areas, including those areas of school that will be temporarily prohibited in light of the current circumstances.</p> | <p>Inform the HoY by email or by sending a responsible learner to convey the message.</p> <p>Teachers/HoY to explain the reasoning and de-escalate using appropriate strategies.</p> <p>Parents informed and provision and approach discussed.</p> | <p>Should this become persistent, the learner will be sent home for the rest of the day and a warning letter issued.</p> <p>A behaviour risk assessment will be undertaken which may indicate that it would not be safe for the learner to be in college.</p> |

How we make use of our facilities, including travel to and from college and internally around the college.

Arrival to and departure from the College

Only a maximum of 28 Year 10 learners and 58 year 12 learners (¼ of each year group) will be allowed on site on any given day. The learner day is staggered, with year 12s on-site from 10:00am to 2:30pm (although some year 12s will not have a first or last period, in which case they should arrive later, or leave earlier), and year 10 learners on-site from 10:30am to 2:00pm. Keyworker children will be allowed on-site from 10am – 2pm. These times should allow staff and learners to avoid the rush hour on public transport. In all cases these learners should only attend site if their parent/carer has completed the re-opening survey and the learner/parent has received confirmation that we are expecting them on-site.

Social distancing floor markings are in place (at 2m intervals) in a queue formation, should queuing be required when entering the building.

Parents/Carers should not enter the college building. If parents/carers would like to discuss any matters with college staff they should contact their child's Head of Year via email or telephone or by dialling the main college number to arrange a telephone meeting or video call.

Any visitors or contractors should wait outside the college building (maintaining social distancing) and telephone the contact who they are due to meet to inform them they have arrived. The contact should come to meet the visitor at reception, but should maintain social distancing at all times.

All persons (learners, staff or visitors/contractors) will enter the building one at a time and be registered in the reception area (while maintaining a social distance), and where possible LDE UTC may take temperature measurements using a non-contact thermal imaging camera or similar device.

Before entering the college from reception, if you wish to wear or remove PPE, particularly face masks, then you should follow the PHE/NHS guidance. [Click here](#) for guidance from PHE on how to wear and make face coverings, particular attention must be taken to putting on and removing face covering, including avoiding touching the front of the face covering, or any part that has been in contact with your mouth or nose and washing/sanitising your hands before and after putting on or taking off the face covering.

Once registered in the reception area and cleared to enter the building all persons should use the hand sanitiser provided before following the floor markings/one-way system into the Atrium.

Learners and teaching staff should proceed directly to their timetabled classroom. All other persons should proceed directly to their designated working space.

On leaving and throughout the day, learners, staff and visitors will be asked to use hand sanitisers

Learners and all other persons must proceed directly home when leaving College and must not congregate on college grounds, recreation areas or nearby roads.

Travel

All learners, staff and visitors should avoid using public transport as per government guidelines

Access by car/motor vehicle:

To facilitate this, parents/carers will be permitted to drop their children off via car, but the parent/carer should not exit the car themselves while on-site.

All staff and visitors will be permitted to park on-site free of charge for the time being. A designated staff parking area is signposted, and if this is full staff will be permitted to park in a marked parking space on the UEL campus.

Vehicle access via UEL security can be gained by showing your staff/child's learner LDE UTC ID badge on arrival.

Access via bicycle:

Visitors may use the LDE UTC bike shed to secure their bikes when arriving via bicycle. Only one person should be in the bike shed at a time. Users should queue outside following the 2m floor signage if necessary. Hand sanitiser will be available in the bike shed and users should sanitise their hands on entering and exiting the bike shed.

Staff are encouraged to cycle to work, and the College has a Cycle2Work scheme to support this. Details of which are available on the staff area of the website.

Public transport:

If you have no alternative but to use Public Transport, and you would still like to attend College on-site, you must follow all relevant government and Transport for London advice tfl.gov.uk/campaign/coronavirus-covid-, including the, now mandatory, wearing of a face covering.

Staff, learners and visitors, can make their own face covering from using items around your home by following this advice from PHS ([click here](#)) or this guide from the BBC ([click here](#)) Parents/Carers of learners are responsible for ensuring their child has a suitable face covering for this purpose and follows the appropriate guidance.

Wherever possible you should avoid travelling during peak hours and avoid using busy lines/stations. See the latest TfL guidance for this tfl.gov.uk/status-updates/busiest-times-to-travel. The start and finish times of the College day for learners and staff have been shortened in order to assist in this.

Movement around the College

All non-essential movement around the college should be avoided. Year 10 Learners and Keyworker children will be told which room they will be based in throughout the day and they should remain there for all their lessons. Year 12 learners should only move between their timetabled classrooms and the lunch hall. Staff should avoid movement around the College as far as possible.

Wherever possible, and unless a member of staff considers it unsafe to do so, doors must be left open at all times while the College is open, this includes classroom and office doors. The college has installed door stops (including automatic door release stops for fire doors) for this purpose. This will significantly reduce the number of touch points where the virus can be transmitted person to person.

A clear one-way system with directional arrows and other signage has been put in place around the whole College wherever possible. One set of stairs has been designated for upwards traffic and one for downwards. Except in the case of an emergency/fire evacuation these one way systems must be observed at all times by all users (including all learners and staff).

These directional arrows have been placed at at least 2m distances to assist with social distancing, which must be maintained wherever possible while moving around the College.

Wherever possible persons should directly enter the room they are travelling to, rather than waiting in the corridor. Once in their classroom learners should not leave the room without express permission from their teacher/supervising staff member.

Overall capacity

Every room within the building has been assessed and adjusted to allow for 2m social distancing. A sign has been placed on/next to all room doors stating the maximum capacity of each room.

In order to limit class sizes to 15 as per government guidelines, and to ensure only a ¼ of the year group attend at any one time, Year 10 and year 12 learners will be split into four groups to be known as “bubbles” and where possible within this subdivided again within each bubble.

A room will be set aside particularly for learners whose parents are key workers (those not in Year 10 / 12).

A reduced number of staff will be on site each day that learners are on site as required to safely operate the College.

Based on the above it is anticipated that this will be no more than 120 persons on-site on the busiest days (Tuesdays), and most days fewer than 60 persons.

Key staff on-site each day

At all times there will be the following staff on-site when learners are on-site. This will be planned via a rota, and monitored each day to ensure each role is covered:

- Enough staff on-site to maintain a minimum ratio of 1 member of staff per 15 learners on-site.
- The safeguarding lead, or a trained designated safeguarding deputy lead will be contactable at all times, although not necessarily on-site.
- A Special Educational Needs Co-ordinator or someone who can take on this role will be contactable at all times, although not necessarily on-site.
- A member of the Leadership Team will be on-site at all times
- Sufficient cleaning staff (provided by existing external contactor)
- a keyholder (CFO, Facilities Manager, Site Supervisor, IT Manager)
- Sufficient first aiders and fire wardens (see First Aid and Fire Evacuation sections).

For clarity. Who is allowed on site

NO PERSON MAY ENTER SITE IF THEY, OR SOMEONE IN THEIR HOUSEHOLD, HAVE SYMPTOMS OF COVID-19

Learners

Only learners whose parents/carers have confirmed they are allowed to return and has had approval from the college will be allowed to return to college.

Staff

Only staff who have indicated by completing the staff survey that they are planning to return to “on-site work”, and who are not isolating will be allowed on-site. If a staff member wishes to change their survey response they should contact HR@ldeutc.co.uk.

For those staff who have confirmed they will attend work on-site a timetable for teaching staff and a rota for support staff will be used to keep the number of staff on-site to a minimum. If you are not on the rota/timetable to be on-site please do not attend site. If you need to attend for any reason when you are not on rota/timetable please contact cover@ldeutc.co.uk at least 24 hours in advance.

Due to the short notice changes in staff availability at this time, you may be contacted by the College and asked to attend site to cover someone who has had to self-isolate. Only staff who have previously indicated their availability to work on-site will be asked to cover in this way.

The rota/timetable of staff due on-site can be found by [clicking here](#) (staff access only) and viewing the tab called “Re-Open Staff Live Status”.

Teaching Assistants / Technicians and Pastoral Support Staff

Teaching Assistants will only work in classrooms, with learners they support, where social distancing can be maintained without disrupting the learning. Should this occur they will form part of the social bubble identified.

Generally curriculum technicians (science and workshops and computer technicians) will not support in classrooms, except briefly and only where social distancing can be maintained.

Pastoral support staff will be on-site on a rota basis to support learners' pastoral care, and also to support activities such as registration at reception, keyworker children supervision etc. When not on-rotas to be on-site pastoral staff will continue to work from home.

Where Teaching Assistants and Technicians cannot undertake their usual duties they will be part of the support staff rota system for essential on-site tasks (e.g. registration at reception, keyworker children supervision etc). If needed they may also supervise lessons if no teacher is available, using the work set by the class teacher.

Other Support Staff

Where other support staff can work effectively from home, they will continue to do so. If their role is required on-site (reception, facilities, IT etc) this will be kept to the minimum on-site time required and operate on a rota system. If needed other support staff may also be utilised on the rota system for essential on-site tasks.

Lunch time plan

All staff and learners will be provided with a free lunch each day they are on-site.

There will be a limited lunch choice of one meat dish, or one vegetarian dish only, the proposed menu (which is subject to change) can be viewed by [clicking here](#). Each day on entry to the building the learner/staff member will choose one of the following when being registered:

- Meat
- Vegetarian
- Packed lunch

For year 10 learners and those in the keyworker children rooms, lunch will be delivered to the classroom they are in for the day. It will be delivered in single use takeaway packaging with disposable cutlery.

For year 12s and staff who are not supervising learners they will proceed directly from their classroom/office to the college restaurant (canteen) and sit in the marked (socially distanced) locations, with a different section of the restaurant for "Meat", "Vegetarian" and "Packed lunch". The meals will be placed by the canteen staff on the tables ready for when the learners and staff arrive.

Learners and staff must wash/sanitise their hands before and after lunch, using the sinks and sanitiser-stations provided.

Learners will be supervised by the teacher teaching them prior to lunch, or where that is not possible by the teacher teaching them after lunch or a member of support staff.

Any staff, learner or visitor who chooses to bring in a packed lunch can eat it in the designated area of the canteen. It should be noted that no refrigeration or heating facilities will be available on-site for packed lunches, and you should keep your lunch with you at all times during the day.

Any movement around the college will be monitored carefully and learners must comply with social distancing guidelines.

Catering Staff

Whilst preparing food, catering staff will maintain social distancing as much as possible. They will wear normal catering garments. A separate bin should be used to discard these items.

Catering staff will continue to wash hands with soap regularly, particularly before serving food.

The menu for each day has been reduced – there will only be one option for meat eaters and one for vegetarians.

Food will be delivered to learners in their classroom for year 10 and keyworker children.

All items should be served in disposable containers. Disposable cutlery should also be used.

Learners should dispose of items in the bins in the classroom.

Staff Rooms and Offices

Each staff room and office will have its maximum capacity printed on a sign on the door. Except for emergencies do not enter if this will result in the capacity being exceeded.

Staff should only use offices or staffrooms if they are able to socially distance themselves from each other.

Staff rooms must not be used for meetings unless social distancing is possible.

In staff rooms and offices, hot desking should be avoided where possible. Staff should only use the laptop / PC designated to them. If sharing a PC is unavoidable, staff should wipe down the keyboard and mouse before using.

Staff should use a hand sanitiser when entering and leaving the staff room and/or office and before entering and leaving their classroom base.

Lessons in classroom and teaching spaces

Each classroom will have its maximum capacity printed on a sign on the door. Except for emergencies do not enter if this will result in the capacity being exceeded.

Wherever possible each classroom will have its own bottle of hand sanitiser, box of tissues and anti-bacterial/alcohol-based wipes, which will be stored in a location available to all users.

Learners and staff will use hand sanitiser on entering the classroom.

All classrooms will have socially distant seating and learners will be allocated a seat for the whole day.

Desks and chairs must not be moved from their location.

To maximise social distancing, teachers should avoid movement during lessons and stay near their laptops.

Each teacher/supervising member of staff should take a register of learners in their class (using the special online spread sheet provided for this purpose). As well as being used for central reporting, the teacher will also need this to register learners at the assembly point in case of a fire evacuation.

Year 10 learners will be based in the same classroom for the whole of each day, with the learners remaining based in the same seat for the whole day. Where the teacher/supervising staff member has to change throughout the day (for subject specialisms) the staff member leaving the room must take all of their belongings with them (including their college issued laptop) and leave the teachers desk totally clear. The teacher entering the room must use the anti-bacterial/alcohol-based wipes provided to wipe down the teachers' desk, chair, phone and any other touch point they will use during the lesson.

Teaching/supervising staff should use the whiteboard markers and erasers and the touch screen TV stylus issued to them individually if using whiteboards or touch screen TVs and should avoid touching the whiteboards or touch screen TVs with any part of their body. The TV stylus can be used to press the on/off and other physical buttons on the TVs as well as the touch screen.

Where present windows should be left open during the lesson unless it disrupts the learning, and air conditioning/air handling units should be left on to maintain fresh air flow

No practical lessons, PE, group work or any other lesson activities that will involve close contact will be taking place.

Stationery and equipment should not be shared. All learners should provide their own equipment for the day.

Safeguarding & SENCO

The Designated Safeguarding Lead is Gloria Gold, Vice Principal gloria.gold@ldeutc.co.uk

The Deputy Designated Safeguarding Leads are Jonny Morgan, Head of Year 12 jonny.morgan@ldeutc.co.uk and Anne Lewis (SENCO)

The SENCO is Anne Lewis anne.lewis@ldeutc.co.uk

Should any member of the college community have concerns relating to the wellbeing of any learner they should email safeguarding@ldeutc.co.uk. The college's safeguarding policy is available on the website and staff receive regular updated guidance.

First Aid

As part of our duty of care LDE UTC will ensure that we have suitable and sufficient first aid provision on site during the reduced re-opening of the College, as such a first aids needs risk assessment has been completed. The minimum levels of provision that LDE should achieve will be at least one first aider on site which will be continuously reviewed. It has also been agreed that UEL will continue to provide support managing any emergency first aid where required, via their on-site 24/7 security team who are all first aid trained.

In addition, all first aid trained staff should ensure that they have accessed and viewed the below links providing training and information in relation to the appropriate use and disposal of personal protective equipment.

'donning and doffing' PPE – NHS video / advice <https://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm>

PPE is disposed of in accordance with NHS COVID-19 waste management guidance

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

For further advice on providing first aid assistance during the coronavirus pandemic please see below links.

[Resuscitation Council UK Statement](#)

[St John's Ambulance Covid 19: advice for first aiders](#)

[Covid-19: guidance for first responders](#)

Fire and Emergency Evacuation

The fire evacuation policy has been reviewed, and the following temporary changes put in place to support the altered operation of the College during this time:

On activation of the fire alarm

- All staff members must escort learners to the usual LDE UTC assembly point (Dockside in-front of UEL Library). A roll call of the learners should be conducted using the class register with confirmation that all learners are present confirmed with the "Duty Manager" (Leadership Team member on-site).
- Any learners, staff or other persons on-site who were not in a class group at the time of the alarm (e.g. lunch) must proceed directly to the evacuation point and join the group they were with immediately before the alarm (or before lunch).
- Learners should stand in class groups (at the time of the alarm) in alphabetical order by surname, with Z closest to the dock edge, and A closest to the front of the queue.
- The Duty Manager should collect the emergency grab bag from reception

- The staff member who holds the signing-in sheet in reception should take this with them and meet the Duty Manager at the evacuation point where the Duty Manager should ensure all persons are accounted for at the assembly point.
- Fire Brigade will be contacted automatically (via the fire alarm monitoring system), however the Duty Manager should also phone 999 to report the fire.
- Duty Manager to liaise with the Brigade and follow their advice as to the next course of action.
- Duty Manager to telephone the Principal or the CFO or a Vice Principal.

Where possible social distancing should be maintained at the fire assembly point and during an evacuation or drill although the priority will be to evacuate the building in a safe manner in the event of an actual activation.

Fire Wardens and Evacuation Officer changes:

The Leadership Team member onsite each day will take on the roles of Fire Evacuation Officer, Duty Manager and Learner, staff and visitor registration officer.

At all times a minimum of two fire wardens should be on-site at any given time, one to “sweep” the ground and first floors, and one to “sweep” the second and third floors. Fire wardens from the kitchen team must also be on-site at any time the kitchens are in use. Fire wardens to report as usual to the Fire Evacuation Officer (LT member) at the assembly point.

The designated fire wardens and deputies are as follows:

| Zones | Fire Warden | Trained Deputy Fire Wardens |
|-------------------------|--|--|
| Ground and First Floors | Alex Gilchrist, Fahad Tariq or Luke O’Sullivan (by rota) | Josh Button James Wayland Hitesh Patel Carla Doak |
| Second and Third Floors | Dave Watherston or Jimmy Adebawale (by rota) | Monica Nuzhat Jonny Morgan Warren Morgan Tony Green |
| Kitchen area | Amandeep Sharma | Janet Green |

Infection Control Protocol & Implementing Protective Measures

Our infection control will be based on the Government’s published 5 approaches to minimising transmission in school settings:

1. People with COVID symptoms, or who live with someone with COVID symptoms, do not attend College
2. Frequent hand washing / hand sanitiser
3. Good respiratory hygiene (catch it, bin it, kill it)
4. Frequent cleaning of frequently touched surfaces and equipment
5. Minimising contact and mixing between small groups of pupils through environmental changes (eg staggering break and lunch times)

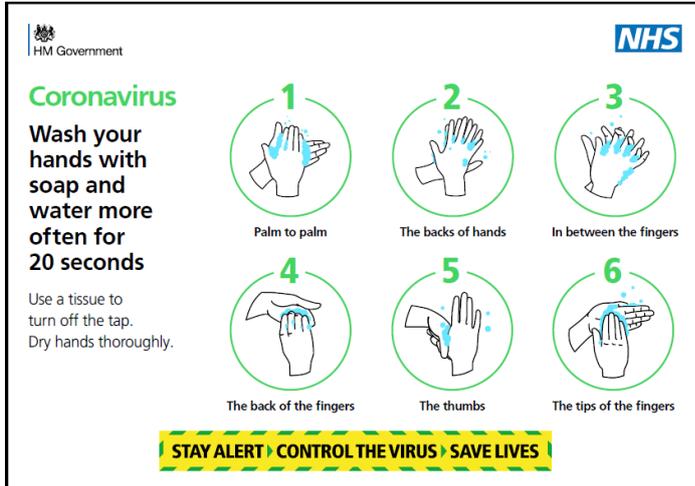
Hand Washing/Sanitising, Respiratory Hygiene, and Other Measures

Hand washing: Each floor of the building has hand washing stations in the open plan toilet area, these contain soap dispensers and automatic hand dryers. All push taps in toilet areas have been adjusted so that they run for the maximum flow time (over 20 seconds). Further sinks are in certain rooms around the College.

Hand sanitiser (all 60%+ alcohol content):

- Circulation areas: Free standing 5ltr hand sanitiser units have been placed at the entrance/exit points of the building. On each floor (first to third) one unit is placed on at the door to the up staircase and likewise for the down staircase. Further units have been placed in the canteen and bike shed. These can be used regularly throughout the day as people move around the corridors.
- Classrooms/offices: All classrooms and offices will have their own 500ml bottle of hand sanitiser for learners and staff to use when entering and exiting the classroom.
- Staff: All staff working on-site will be issued with a small individual bottle of hand sanitiser.

All hand washing and sanitising should follow the below guidance (posters are placed around College).



When to wash/sanitise hands:

Hands should be washed throughout the day, but particularly at the following times:

- When first arriving at College
- Before eating
- Before handling or serving food
- After using the toilet
- After touching heavily handled objects (this should be avoided in any case)
- When leaving College
- First thing when arriving home

Respiratory hygiene:

All users on-site should follow the “Catch it, Bin it, Kill it” principal and should cough into a tissue and immediately throw the tissue into a bin. Tissues have been provided in all classrooms and offices around College, but if you cannot get to one in time then cough or sneeze into your bent elbow (see poster below which is shown around College).



Water fountains & making drinks:

The water fountains around College should only be used to re-fill bottles, and not direct drinking. Care should be taken to avoid touching the spout of the fountain with your hand or drinking bottle. Water fountains will be regularly disinfected as part of the touch point cleaning regime.

Staff will be able to make hot drinks using the hot water boiler in the first floor staff room, however they must bring in their own cups (with lids) and use their own supply of tea/coffee/UHT milk (not to be stored in shared areas). No sharing of supplies is allowed.

Always wash/sanitise hands thoroughly before and after after making a drink.

Doors kept open:

As a rule all doors to rooms being used at College will be kept open at all times to avoid the need to touch door handles. Where the door is a fire door the College has installed automatic release door stops which will release when the fire alarm sounds (for fire safety purposes). The cleaning team will open all doors and leave them propped open at the beginning of each day, and the facilities manager/keyholder on-site each day will check this.

Equipment to be issued to staff:

All staff already have their own individual laptops issued to them, and these should be kept with the staff member at all times when working on or off-site. There are very few shared computers, and the use of these should be avoided.

All staff who will be working on-site will also be issued with the following equipment (which can be picked up from the staff room), in order to maintain enough for everyone, please only take the quantities below:

- An individual bottle of hand sanitiser
- An individual pack of anti-bacterial or alcohol wipes
- 1 X Touch screen stylus pen (to be used to avoid touching interactive whiteboards, printer buttons, light switches and other touch points etc)
- 2 X whiteboard markers (Teaching staff only)
- 1 X whiteboard eraser (Teaching staff only)

When giving any first aid or undertaking any other “close contact” activity the staff member should use the PPE provided in the medical room (see First Aid section for guidance on appropriate use of PPE). Following government advice PPE (such a face masks, gloves and visors) are generally not required to be worn in

education settings, however if any staff member wants to wear their own PPE brought from home they can do so, but should be careful to follow NHS advice on putting this on and taking this off “donning and doffing” (see PPE section)

Personal Protective Equipment (PPE)

Following government advice PPE (such as face masks, gloves and visors) are generally not required to be worn in education settings by staff or learners, however if any person on-site wants to wear their own PPE brought from home they can do so, but should be careful to follow government advice, particularly the PHE guidance ([Click here](#)) on how to wear and make face coverings, particular attention must be taken to putting on and removing face covering, including avoiding touching the front of the face covering, or any part that has been in contact with your mouth or nose.

It is important to note that the wearing of gloves for anything other than short periods of time for specific tasks is not recommended. Gloves are just as capable of transmitting the coronavirus and other germs and bare hands, and often the wearing of gloves can make hand washing/sanitising harder to do effectively.

Note the guidance in the “Travel Section” of this document for face coverings while using public transport. Staff should also note the guidance “All Staff” “Staff Equipment” section of this document regarding first aid and close contact PPE.

Cleaning

A full deep clean of the whole premises has been conducted the week before re-opening.

Each morning 9 cleaners will be on-site between 6-8am to conduct a full clean of the premises in accordance with COVID-19: cleaning of non-healthcare settings guidance ([click here](#)).

During the day additional cleaning staff will be on-site from 9am-4pm to regularly disinfect and wipe down touch points and toilets between use, this will be 1 operative on Mondays & Wednesdays and 3 operatives on Tuesdays and Thursdays (when more learners are on-site). On Tuesdays and Thursdays, a further cleaning operative will be on-site between the hours of 11am to 3pm to clean the dining space and assist with touch point cleaning

Note the restaurant area will be closed on Mondays & Wednesdays, and the whole college is closed on Fridays, Saturdays and Sundays to allow a full 72 hours for any residual coronavirus on any surfaces to die.

Additionally, a specialist team will be arranged to attend site and decontaminate/sanitise/clean any areas used by known cases of Covid-19 including holding /storing of any waste as required.

Cleaning staff should wear recommended PPE at all times

Use of toilets and “Post-it Note System”

Provided learners are behaving sensibly, teaching staff should allow learners to use the toilets as and when they need to, in order to avoid a rush at lunch time.

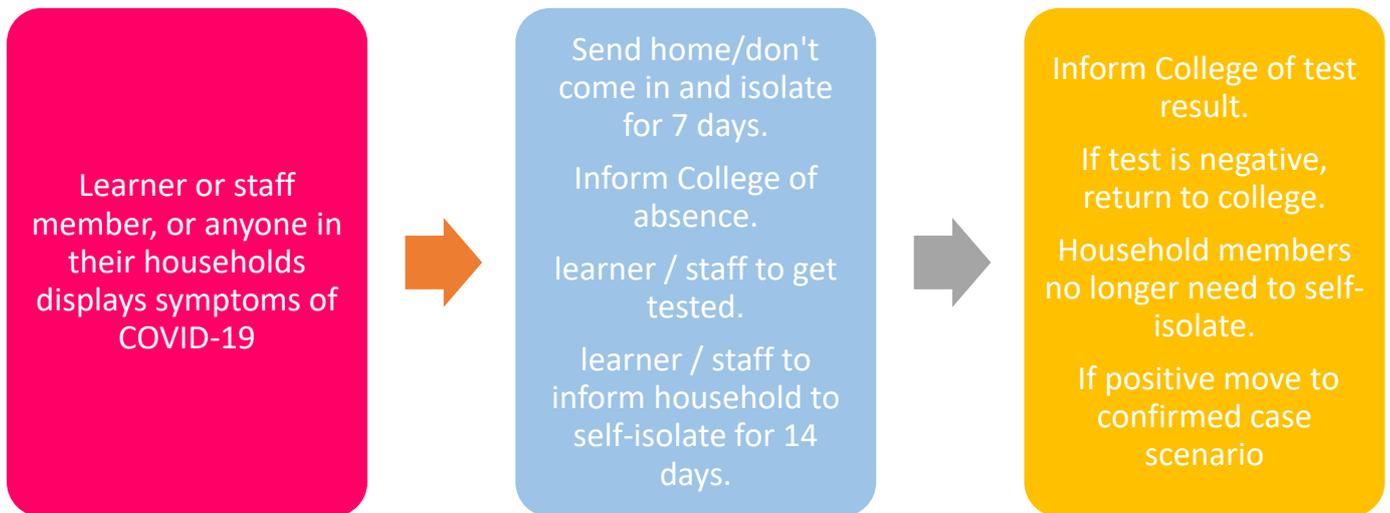
- LDE UTC toilets are laid out in an open-plan manner, with individual cubicles off a central hand-washing area.
- All toilets will be cleaned before the start of each day.
- Each toilet cubicle will have a “Clean me” sign on the door, covered by an extra adhesive post-it note once cleaned.
- Wherever possible learners, staff and other persons should only use toilets where the post-it note is on the door covering the “clean me” sign, this means the toilet has not been used since its last clean.
- Once they have used the toilet the user should remove and dispose of the post-it note to indicate the toilet needs to be cleaned again before its next use.
- Cleaning staff will clean all touch points within the toilet (including door handles, toilet seats, toilet flush buttons, toilet roll holders, sanitary bins etc.) as well as floor/bowl/other non-touch point cleaning as necessary (using appropriately segregated cleaning equipment for touch points vs toilets themselves).

Once the cubicle has been attended to, the cleaning staff member will affix a new post-it note over the “clean-me” sign on the door to show the toilet can now be used again.

- Additional cleaning staff will be engaged temporarily to maintain this enhanced toilet cleaning regime.
- Monitoring by cleaning staff ensures a constant supply of soap and paper towels (paper towels on the very few toilets where automatic hand dryers are not available).
- All building users are reminded regularly on how to wash hands

Actions if a learner or staff member (or someone in their household) shows COVID-19 symptoms

Note that, as per government guidance, a staff member or learner who has symptoms, but has not yet had a test to confirm



COVID-19, does not impact their classmates/teachers or anyone else at College unless they too develop symptoms. Only once a positive case is confirmed does this impact others within the College (see next section).

Further guidance:

If a person develops symptoms while on-site they should leave immediately and inform reception on their way out. If for some reason they cannot leave immediately they should report to reception and wait in the meeting room in reception area (which has been designated a holding room for this purpose only) until they can be picked up or are able to leave alone. If the meeting room is used for this purpose reception staff must inform the Facilities Manager and cleaning staff so they can clean the room.

Reporting your absence due to symptoms:

If a learner/staff member or someone in their household develops symptoms of COVID-19 while they are off-site they must not travel to College and they must report their absence as follows:

Learners – Parent/Carer should email absence@ldeutc.co.uk to confirm the absence and the expected return date

Staff – Staff members should complete the “self and household isolation” form found on the “Staff Area” of the LDE UTC website and follow the instructions on the form.

Getting a test:

Anyone in the UK can now get a free COVID-19 test from the government if they have symptoms. It is important to act quickly once the symptoms start, so do not wait, get a test straight away. [Click here](#) for more information on testing. To book a test for you or a household member use the following links:

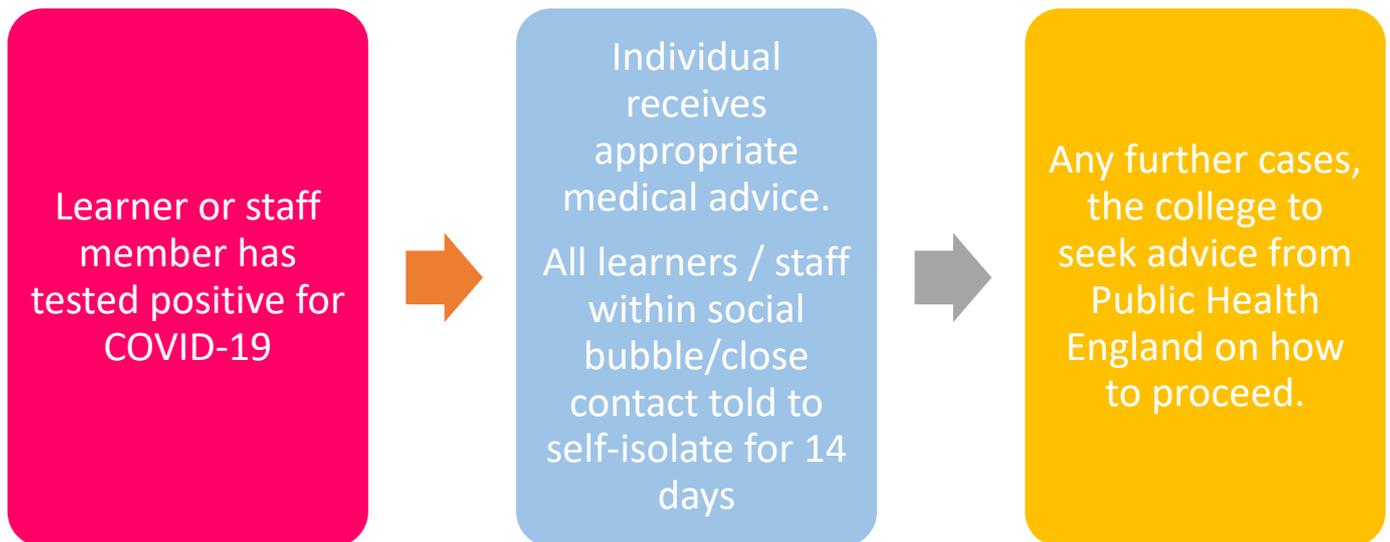
- Staff or their household members can access a “essential workers” test by [clicking here](#).
- Learners and their households can access a test by [clicking here](#).

Reporting the test result:

Once you or your household member has your test results it is important that you tell the College the results asap. For learners, parents should email absence@ldeutc.co.uk to report the test result, and for staff they should

complete the COVID-19 test results survey found in the staff area of the website, or email cover@ldeutc.co.uk if unsure.

Actions if there is a confirmed case of COVID-19 at the College



Any staff member or learner who has to isolate due to a confirmed case within their social bubble should obtain a COVID-19 test if they develop symptoms within the 14 days, follow “Actions if a learner or staff member (or someone in their household) shows COVID-19 symptoms” as above

Further guidance and sharing concerns

Useful sources of information about Coronavirus and LDE UTC:

- LDE website (www.ldeutc.co.uk)
 - o COVID-19 public page – [Click here](#)
 - o Staff Area (Staff only) – [Click here](#)
- Link to government guidance - gov.uk/coronavirus
- Link to NHS guidance - nhs.uk/coronavirus

If you have any concerns, in the first instance learners and parents/carers should contact the relevant Head of Year, and staff their line manager, or HR. However, if you feel the matter is both urgent and important you can email admin@ldeutc.co.uk where your concern will be passed directly to the Principal, or phone the college main number and ask to speak to the Principal’s Executive Assistant.