



2013-14

PLAN 20402
Protected Landscapes
Field Course Student Handbook



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Section 1: Introduction

1.1 Field Course Aims and Objectives

The year 2 residential field course is a key element of the Protected Landscapes course unit and takes place in semester 2 to a rural area within the UK. The overall aim of the field course is to explore the anatomy of a protected area, such as a National Park and thus gain an appreciation of various issues relating to its operation.

You will undertake work in small groups, each of which will focus on a specific issue.

1.2 Attendance

The field course is compulsory and you are expected to attend. You are required to attend all preparatory lectures and seminars.

1.3 Assessment

Assessment for the field course will consist of a group presentation on the final day of the field course (20%) AND an individual report of 2,500 words on the stakeholder topic undertaken during the field course.

As well as collecting information during the field course, you should also draw upon the knowledge gained from the taught element of Protected Landscape, together with other year 2 course units.

1.4 Dates and Destination

The dates and destination of the field course will be confirmed during semester 1. Destinations in the past have included Snowdonia and Swanage in Dorset.

1.5 Personal Information

You are responsible for ensuring that your personal information, for example, mobile telephone number and next of kin or emergency contact details, is kept up to date on the student system, accessible through MyManchester at: www.mymanchester.ac.uk.

You will be asked to provide some additional information, for example, any dietary, behavioural, psychological, cultural, religious or other special needs and details of previous field course

experience. If you do not provide this information, your ability to participate in and possibly the viability of the field course itself may be jeopardized.

1.6 Personal Travel

Planning will not approve or arrange extensions or early departure.

Section 2: Communication

2.1 Preparatory Briefings

Lectures and / or seminars will take place prior to departure and you are required to attend. The briefings will include information on the academic programme of the field course, administrative information including travel and accommodation arrangements and health and safety briefings.

2.2 Email and Electronic Notice-Boards

Between briefings, it will be necessary to keep you updated with new or developing information. This may include extremely important information such as, for example, amendments to travel arrangements. This information will be circulated to your University of Manchester email address and may also be posted on the electronic notice-boards on Planning's student intranet. It is therefore **vital** that you read your email and visit the notice-boards regularly.

2.3 Queries and Concerns

Likewise, you are likely to have questions in between briefing sessions. You will be advised of the contact details of your academic Field Course Leader for academic queries. Administrative enquiries can be addressed to the Planning Programme Administrator, Caroline Turner at:

Caroline Turner

caroline.turner@manchester.ac.uk

Telephone: 0161 275 6890

2.4 During the Field Course

You will be provided with a mobile telephone number which you can call if you are having any difficulties on the day of departure and in case of any emergency during the field course. It is **essential** that you carry a note of this telephone number and of the telephone number and address of your accommodation at all times during the field course and ideally, you should add these telephone numbers to the contacts in your mobile telephone.

You should ensure that your current mobile telephone number is correct on the student system. This may be used by staff on the day of departure and during the field course in case of any problems.

2.5 Marketing and Publications

Photographic and / or videographic material taken during the field course may be used by the School of Environment, Education and Development for promotional purposes. This may include (but may not be limited to) the School of Environment, Education and Development website, Facebook pages, twitter, newsletters, prospectuses etc. You will not be remunerated financially or otherwise for the use of this material. You will be asked to indicate whether or not you are prepared to grant permission for this material to be used prior to attending the field course. It is absolutely acceptable for you to decide not to give permission and there will be no disadvantage to you if this is your decision.

2.6 Feedback and Complaints Procedure

You will be asked to provide online feedback as part of the course unit evaluation process, as detailed in your programme handbook. It is important that you provide feedback as changes may be made to the fieldwork as a result of your comments.

If you have a complaint regarding any aspect of the field course, we would recommend in the first instance that you discuss your concerns with the Field Course Leader or your programme administrator. If your concerns are not resolved once you have spoken with staff within the School, or if you do not wish to discuss your complaint informally, you can find full information on the process for making a formal complaint at MyManchester.

Complaints should be made as soon as possible and certainly within eight weeks of the events or actions (or lack of actions) which have prompted the complaint. The University will not normally consider complaints made after this period, unless there is good reason for the delay.

Section 3: Health and Safety

3.1 Occupational Health Declarations

At the beginning of semester 2, you will be asked to complete a Health Needs Self-Assessment Form. This will enable you to determine whether or not you should contact Student Occupational Health for further advice. **It is your responsibility** to contact Student Occupational Health to discuss any pre-existing medical conditions or health concerns prior to departure. You will be asked to provide a declaration to indicate that you understand that responsibility.

You may be asked to attend an appointment with Student Occupational Health, depending on your medical or health history. If you are unable to, or prefer not to visit Student Occupational Health, you must obtain written confirmation, in the English language, from your own doctor that you are fit to travel to the specific destination. The doctor must confirm in this document that they have seen an itinerary for the field course in order to show that they are aware of the activities which will be expected of you. If this is not provided, you will not be permitted to accompany the field course.

If Student Occupational Health does not feel able to issue a “Fit to Travel” certificate, you will not be permitted to attend the field course. In this instance, you must discuss with your academic tutor an alternative piece of assessed work in order to satisfy the requirements of the course unit.

We advise that you carry a written note of your blood group, any prescribed medications and any health conditions on your person at all times during the field course. It is also **strongly** recommended that you have a full dental check-up before departure.

3.2 Vaccinations

You are expected to be vaccinated according to the UK vaccination schedule before travelling. The UK schedule can be viewed at:

<http://www.nhs.uk/Planners/vaccinations/Pages/Vaccinationchecklist.aspx>

It is your responsibility to ensure that a record of your vaccination history is available on request. It is therefore **essential** that you arrive in Manchester with details of your vaccination history. If you do not have this when you arrive, you should take steps immediately to obtain it

and not wait until semester 2. Planning will not cover the cost of prescribing vaccinations included in the UK schedule.

Planning will not allow you to travel with the field course without evidence that you have been vaccinated appropriately. In this instance, you must discuss with your academic tutor an alternative piece of assessed work in order to satisfy the requirements of the course unit.

3.3 Risk Assessments

Planning will conduct a full risk assessment for the field course. You will be issued with written safety information for your field course and you will receive a briefing during the preparatory lectures. You should ensure that you pay close attention to this information and you will be asked to provide a declaration that you have fully understood it and will abide by any instructions.

You should take note of specific briefings given at any of the fieldwork sites or host organisations visited and exercise caution and vigilance at all times.

3.4 Health Packs and Medication

Health packs or first aid kits will be carried on the field course which contain basic supplies such as plasters, over-the-counter painkillers, anti-histamines, diarrhoea relief and insect repellent. However, this is as a precaution only; you are expected to purchase and bring with you your own pharmacy supplies, insect repellent and sun protection, where appropriate.

You are responsible for obtaining extra supplies of any prescribed medications from your doctor and ensuring that you bring them to the field course.

3.5 Business Travel Insurance

All students travelling on a field course are covered by the University's Business Travel Insurance. The insurance policy provides free emergency assistance and advice, together with insurance cover for in-patient medical care, search and rescue expenses, loss of personal belongings and money, cancellation and curtailment costs, personal liability, rental vehicle excesses, legal expenses and emergency evacuation expenses.

PLEASE BE AWARE that if you fail to disclose pre-existing medical or health conditions (see section 3.1), you will invalidate your cover under the University's Business Travel Insurance.

If you wish to make a claim for the loss or theft of a personal item, you should in the first instance advise a member of staff during the field course. A police report must be made or the claim will not be accepted.

Appendix 1 contains a University of Manchester Business Travel Insurance Information Leaflet, including the policy number and full benefit details.

If you prefer to make your own travel insurance arrangements, you must provide the University with details of the insurance provider, policy number and cover provided.

3.6 Conduct

The School requires all students to adhere to the Fieldwork Code of Conduct (Appendix 2) and you will be asked to provide a declaration to state that you have read, understood and will adhere to the Code of Conduct.

You may be staying in accommodation where school-age children are also visiting for a field course. Please be aware of this and conduct yourself accordingly. It is not acceptable to be noisy, to drink alcohol to excess, nor to smoke near buildings. If you are unable to behave respectfully and professionally in this environment, disciplinary procedures will be implemented.

3.7 Personal Time

There will be periods of time during each field course where fieldwork activities are not being undertaken and you will be free to participate in social or rest activities. These periods will be clearly defined prior to departure. The University's Business Travel Insurance will continue to cover you during these periods; however, if you intend to participate in any activities which are excluded in the terms of the insurance policy, you must ensure that you have arranged your own complementary insurance.

You must ensure that you have with you at all times the emergency staff field course mobile telephone number and the contact details and address of your accommodation. You must ensure that field course staff are always aware of your location and intended time of return to the group.

3.8 Health and Safety Declarations

You will be asked to complete an online form to indicate that you:

- have read, understood and will conform to the Fieldwork Code of Conduct and University Regulation XVII “Conduct and Discipline of Students”,
- understand it is your responsibility to contact Student Occupational Health to advise them of any pre-existing health or medical issue prior to the field course,
- have declared to the University any information relevant to your capability to participate in the field course activities (including previous field course experience),¹
- have received a health and safety briefing and fully understand your responsibility to yourself and your colleagues to adhere to the advice you have been given,
- have been briefed fully on the programme of the field course, including any down time, and understand your responsibility to ensure field course staff are always aware of your whereabouts and planned time of return to the group,
- confirm that the personal information stored on the student system is correctly spelled and accurate, including your full name, permanent home address, Manchester address, mobile ‘phone number and your emergency contact person’s name, relationship to you and ‘phone number and understand your responsibility to ensure the student system is updated with any changes to your personal information which occur prior to departure.

You should be aware that if you fail to provide the declarations above or the information which is requested from you, your ability to participate in and possibly the viability of the field course itself may be jeopardized.

¹ This information may include: mobility, behaviour, psychological needs, medical conditions, dietary requirements and cultural or religious requirements.

Section 4: Travel and Transport

4.1 University Transfers

Planning may arrange for coach transfers from the University to the accommodation venue, depending on the location of the field course and demand. You will be asked to “opt in” to the transfers in each direction. If you do not do so, it will be assumed that you are making your own transport arrangements and there may not be a space for you in the coach. You make your own way to the field course venue if you prefer.

If you intend to use your personal car, you must advise your programme administrator, Caroline Turner, of your registration number no later than one week before departure. If you do not do so, you may find you have nowhere secure to leave your car during the field course. Your financial contribution to the field course will not be reduced if you make your own transport arrangements. You will be expected to arrive on time and not to leave the field course early.

4.2 Transport during the Field Course

Travel during the field course for the purposes of travelling from accommodation to visit organisations or sites will be arranged by Planning. Planning will accept no liability for any loss, damage or injury sustained as a result of your decision to use an alternative method of transport nor of the use of public or private transport for leisure purposes.

4.3 Luggage

You are responsible for ensuring that the size, weight and contents of your luggage are reasonable and should be aware that you will be required to carry your own luggage. You will need to bring the following equipment with you:

- pens, pencils and paper for making notes and sketches,
- camera,
- good footwear, preferably walking boots or strong shoes,
- waterproof jacket and trousers,
- warm clothing, for example, jumpers, fleeces, hats and gloves.

It is possible that you will be asked to carry some additional items with you from Manchester. These may include medical packs and / or University of Manchester promotional items to be presented to speakers and guides from private or legislative organisations.

4.4 Accommodation

You will be expected to share rooms during the field course. You may state any preferences for room-mates prior to departure but Planning cannot guarantee that requests can always be satisfied.

If you require ground-floor rooms for any reason, you should inform field course staff as soon as possible.

Section 5: Finance and Expenses

5.1 Fieldcourse Costs

The School of Environment, Education and Development cover the cost of the field course.

The University is insured against cancellation or curtailment of a field course due to circumstances outside our control. Any costs associated with repatriating participants in a field course as result of insolvency will be covered by the University.

5.2 Expenses

Accommodation will be on a bed and breakfast basis as a minimum. Some lunches and dinners may also be provided and this will be made clear in pre-departure briefings. However, you should travel prepared to cover the cost of your own food and drink and personal expenses such as personal toiletries.

Some first-aid supplies will be carried in case of emergencies; however, you are expected to carry your own basic supplies, including over-the-counter medications, insect repellents and sun protection.

You are expected to ensure that you are carrying an adequate amount of cash to cover your additional expenses. ATMs may not be readily available in rural areas.

Section 6: Incident and Emergency Plan

6.1 Supervision

You can expect that the field course leadership team will, as a minimum:

- be fully conversant with and trained in the use of all field course equipment,
- be fully aware of required health and safety protocols relevant to the activities of the field course, including incident and emergency response,
- have an appropriate academic profile for the content of the field course,
- include staff with previous experience of supervising overseas fieldwork.

In the event that the Field Course Leader is unable to fulfil their function, the field course will be restructured or curtailed.

6.2 Cancellation

6.2.1 Withdrawal by Student

Should you withdraw from the field course for any reason, there will be no refund of any financial contribution you have made. Where your financial contribution is still outstanding and the School is unable to cancel your booking without financial penalty, you will continue to be liable for payment.

Should you be forced to withdraw due to ill-health or medical reasons, you should follow the mitigating circumstances process outlined in the undergraduate handbook. You must provide evidence from your doctor to confirm your inability to travel. The School will submit a business travel insurance claim. Your financial contribution may be refunded in whole or in part if the insurance claim is successful.

6.2.2 Acute Health, Safety and Security Incidents

Acute health, safety and security incidents may include the following:

- act of terrorism,
- political instability,
- natural disaster,
- endemic or epidemic disease.

Should an acute incident occur within seven days of the date of departure, approval to proceed with the field course will be sought from either the Head of School or the Head of School Administration.

6.2.3 Ill-Health of Staff

The definition of “staff” in this context includes University employees and any individuals contracted by the University to support the field course, including contracted PGR students, PGR student Graduate Teaching Assistants (GTAs) and tour operator staff specifically contracted to escort group during all visits.

Should the ill-health of a staff member immediately prior to departure result in the staff to student ratio falling below 1:10, the Field Course Leader will conduct a threat analysis. Based on the threat analysis, the Field Course Leader will decide whether or not the field course should proceed. The decision to proceed with or cancel fieldwork in these circumstances will be approved by the Head of School or the Head of School Administration.

6.2.4 In the Event of Cancellation

You should be assured that the School will only take the decision to cancel a field course if it is in the best interests of your academic performance and personal health and safety. The School will make every effort to re-schedule the field course but it should be made absolutely clear that this is dependent on logistical and financial considerations.

The School will ensure that you receive regular communications regarding the situation and the School’s decision.

Where the field course is rescheduled, you will be expected to attend the new dates where they take place during the teaching calendar. If you are unable to attend, your circumstances will be considered on an individual basis.

Where the field course includes an assessed component and the field course cannot be rescheduled, the School will communicate alternative arrangements for assessment to you at the earliest opportunity.

No decision will be made on any refund of your financial contribution until such time as the School has determined whether or not it is viable to reschedule the field course.

The Field Course Leader will ensure that you are able to reach your home or the University campus safely if a decision to cancel is made after you have already assembled on campus.

Food and drink expenses claims will not be paid unless there was an expectation of full-board provision during the field course and you have been held on campus for longer than three hours.

6.3 Emergency Incident Management

The most comprehensive risk assessment and contingency planning cannot eliminate the possibility of an accident, incident or emergency occurring during fieldwork. An emergency incident is defined as:

- an accident leading to a fatality or serious injury,
- serious illness,
- missing person,
- civil unrest, natural disaster or extreme weather posing serious risk to participants,
- personal assault of a staff member or student participant,
- any situation with media involvement.

The School has formulated a procedure in the unlikely event that an incident or emergency arises. The procedure is intended to allow staff to follow a course of action covering the main priorities at times of stress. All staff leading or assisting with fieldwork are familiar with emergency procedures to be followed in the event of an emergency incident.

The Field Course Leader and other field course must have the following emergency contact information to hand at all times:

- School emergency contact telephone numbers
- University Security emergency contact telephone numbers
- list of all participants
- copy of the risk assessment
- complete details of the itinerary
- copy of the University Accident Report Form
- copy of the University Incident / Near-Miss Report Form

In the event of an emergency incident, the Field Course Leader or other supervisory member of staff should:

- assess the situation,

- protect the group from further injury or danger,
- give first aid and / or call emergency rescue services and / or Police as appropriate,
- give the following information to the emergency services:
 - name of staff member in charge of the incident
 - telephone number of the staff member in charge of the incident
 - location of the incident
 - nature of the incident
 - name(s) of the individual(s) involved
 - condition of the individual(s) involved,
- telephone the School emergency contact as soon as possible. They provide instructions on how to proceed and may inform the University Emergency Incident Manager (EIM)
- remove the rest of the group to a secure location and place under the care of a member of staff who can protect them from the attention of the media, if necessary requesting the Police to assist,
- calm and comfort the participants,
- not make any statements to the media nor allow anyone else to make statements other than expressions of sympathy and refer the media to the Media Relations Office at the University,
- not allow group members to contact home directly until they have received authorisation from the School. This is intended to ensure that relatives of those involved are contacted either by the University or the appropriate authority,
- retain all equipment involved in an unaltered condition,
- not allow anyone external to see a group member without an independent witness being present and remember that no one, unless they are in a relevant official capacity, has the right to see anyone who does not wish to see them,
- contact the University's emergency assistance provider FirstAssist, who will require information as detailed in the University's Business Travel Insurance Leaflet,
- complete a copy of the appropriate Report Form. The form must be handed to the Head of School Administration on return to the University. The section provided for the description of the accident or incident should contain the following information:
 - details of the event,
 - each action taken, by whom and at what exact time,
 - details of everyone present,
 - details of any interaction from authorities such as Police.

The Field Course Leader should consider whether it is appropriate to curtail the field course or whether any member(s) of the group should return to Manchester immediately. The decision to continue or to curtail the field course or for any members of the group to return to Manchester must be approved by the Head of School or the Head of School Administration.

The School will ensure that staff and students are supported for the duration of the field course and on their return to the University, following an incident or emergency.

Any actions taken must at all times be in compliance with the University's Emergency Management Plan.

Appendices

Appendix 1: Business Travel Insurance Leaflet

University Travel Insurance

Insurer – Royal & Sun Alliance Insurance plc

Policy Number – RTT260294

Worldwide travel insurance cover is provided for anyone travelling on University business and for students travelling in connection with their course or an approved sporting activity, with a small number of exceptions as detailed below.

The Travel insurance is subject to the journey being approved by the traveller's School or equivalent operational unit and covers:

- travel that is legitimately chargeable to University funds (whether or not the travel costs are actually charged to the University),
- students travelling in connection with a University award-bearing course on study or work placements abroad, on field trips and to meetings or conferences, and postgraduates undertaking their research,
- anyone travelling in connection with an overseas sporting fixture or training camp organised or approved through SPORT Manchester.

Cover is not provided for:

- home to work travel,
- students on study or work placements in the United Kingdom,
- students travelling in connection with a sporting fixture, coaching session or training camp in the United Kingdom,
- anyone working for University contractors or self-employed (including external consultants), whether based on University premises or not,

Arranging Cover

Cover is provided automatically (subject to the activity being approved by the traveller's school or equivalent operational unit), except that anyone over 75 or going abroad for more than a year must obtain prior clearance through the Insurance Office.

Note for travellers

The Travel insurance includes cover for travel to some potentially dangerous parts of the world and covers hazardous activities. Travellers must ensure that they have an up-to-date assessment of any health and safety or other risks that their trip may expose them to.

Travellers should check with the Foreign and Commonwealth Office Travel Advice Service: <http://www.fco.gov.uk/en/travelling-and-living-overseas/> or telephone 0845 850 2829.

Cover

The insurance provides free emergency assistance and advice, together with insurance cover for emergency medical and repatriation expenses, search and rescue expenses, loss of personal belongings and money, cancellation and curtailment costs, personal liability, rental vehicle excesses, legal expenses and emergency evacuation expenses.

Geographical Limits - Cover is worldwide, there are no geographical limits.

Hazardous activities - There is no specific restriction on activities that may be undertaken, but travellers should not engage in activities where their experience or skill levels fall below those reasonably required for participation in those activities.

Health - The medical expenses cover provided is not full health insurance - it only covers emergency treatment and associated expenses. Routine, preventative or other elective treatments are not covered. If travellers are visiting their normal country of domicile for more than 30 days medical cover may be limited - contact the Insurance Office for details.

Pre-existing medical conditions are only covered if travel is being undertaken in line with medical advice. Treatment relating to normal pregnancy and childbirth is not covered,

although emergency treatment relating to pregnancy or childbirth is covered except within four weeks of the expected date of childbirth. Cover is not provided for anyone travelling against medical advice or for the purpose of undertaking treatment. Cover is not provided for restorative dental treatment (although emergency dental treatment is covered).

If there are any doubts about travellers' fitness to travel, they are advised to obtain written confirmation from their doctor or the University's Occupational Health Service.

Personal accident - Medical expenses cover is provided for reimbursement of actual expenditure incurred. There is no personal accident cover providing automatic compensation in the event of an accident.

Recreational activities - Cover extends to holiday and recreational activities that are incidental to the travel, provided the time spent in these activities is not more than half of the total period of absence. Where a holiday period is more than half the period of absence, travellers should provide their own cover for the whole of the holiday. Cover for students on study or work placements abroad extends for up to two weeks either side of their placement.

Confirmation of cover

If travellers need confirmation of cover for visa applications etc. they should contact the Insurance Office, providing details of their full name, School or unit, destination(s) and period of absence from the UK.

Benefits

A schedule of benefits is provided as Annex 1 below.

What to do in the event of a claim

In the event of any incident, whether or not it may lead to a claim, travellers may obtain assistance by contacting the *FirstAssist* emergency contact service whenever possible:

Telephone: +44 (0)20 8763 3155

Fax: +44 (0)20 8763 3035

E-mail address: international.ops@firstassist.co.uk.

Travellers are advised to have these emergency contact details with them at all times.

Theft or unexplained loss of property must be reported to the local police as soon as practicable after the loss has been discovered and a crime or incident number obtained. Travellers should also record when and where the loss was reported and, where possible, the name and/or number of the officer to whom the loss was reported.

Loss or damage to personal or University property whilst in the custody of an airline or other transport carrier must be reported to the carrier on discovery. The traveller should obtain an acknowledgement of the report from the carrier.

Except for the replacement of lost or delayed personal belongings needed to continue the trip, travellers should not incur expenditure on any item covered by the insurance policy without contacting the emergency assistance helpline first (or as soon as practicable thereafter if contact cannot be made in advance).

All claims should be made through the University's Insurance Office. A claim form can be downloaded from <http://documents.manchester.ac.uk/display.aspx?DocID=6546> or can be obtained from the Office.

Issued by the University of Manchester Insurance Office

John Owens Building - Room MLG.006
The University of Manchester, Oxford Road, Manchester M13 9PL
Tel: 0161-275 2243. Fax: 0161-275 2961. Email: Insurance@manchester.ac.uk

In the event of an incident occurring on a trip, the traveller should contact the *FirstAssist* emergency contact number (see above) in the first instance.

This information applies to travel booked up to 31 May 2013. Major changes are not expected after that date but users should check on the Insurance Office web pages.

Annex 1 – Schedule of Benefits

Section	Sum Insured
Baggage	£10,000 – with a limit of £3,000 for any one item, pair or set
Business Equipment	Up to £3,000 per Insured Person
Delayed Baggage	Up to £2,000 per Insured Person
Loss of Keys	Up to £500 per Insured Person
Cancellation Curtailment Replacement Rearrangement and Change of Itinerary	£2,000 per Insured Person up to a maximum of £250,000 in respect of all losses arising from the same Incident
Evacuation	Up to £ 10,000 per Insured Person
Trauma Risk Management Counselling	Up to £5,000 any one Incident Maximum of £250,000 in respect of all losses arising from the same Incident
Hijack Kidnap and Detention	£300 per day up to a maximum of £100,000 per Insured Person
Legal Expenses	£50,000 per Insured Person
Medical and Emergency Travel Expenses	£ Unlimited
Funeral Expenses	Up to £10,000 per Insured Person
Hospitalisation Benefit	£50 per full 24 hours up to a maximum of 52 weeks
Repatriation of Household Goods	Up to £2,000 per Insured Person
Search and Rescue Costs	Up to £25,000 per Incident
Money and Credit Cards	£5,000 – limited to £3,000 in respect of coin and bank and currency notes
Personal Liability	Limit of Indemnity £5,000,000 any one Event
Personal Security Specialist Expenses	Up to £10,000 per Insured Person
Travel Delay	£200 after 4 hours an additional £50 for each subsequent hour up to a maximum of £750 per Insured Person
Travel Documents	Up to £2,000 per Insured Person

University Travel Insurance

Insurer – Royal & Sun Alliance Insurance plc

Policy Number – RTT260294

Emergency Assistance**In the event of difficulties contact the *FirstAssist* Travellers' Helpline whenever possible:**

Telephone: +44 20 8763 3155 (for calls from outside the UK)
020 8763 3155 (for calls from within the UK)

Fax: +44 (0)20 8763 3035

Telex: 8951673 IAS-G

E-mail address: international.ops@firstassist.co.uk.

FirstAssist provide a professional 24 hour emergency service:

- do not try to provide your own solution to your problems but let *FirstAssist* act for you from the outset
- *FirstAssist* need to be informed promptly of your problem
- you must leave *FirstAssist* to decide what is the most suitable, practical and reasonable solution.

Information *FirstAssist* will need:

- the name of the insured – The University of Manchester
- the name and location of the person requiring assistance
- the extent of injury, nature of illness, or other problem requiring assistance
- local contact details of the person requiring assistance.

They may also request the following information if available:

- the insurance policy number – RTT260294
- date of birth and home address of person requiring assistance
- further contact details including the doctor or medical facility involved, and any other contact number for family, colleagues etc.
- the dates of the trip and travel details.

In the case of a security problem please provide:

- a brief synopsis of the initial incident and what is happening around you.

Further details of services provided by the *FirstAssist* Travellers' Helpline are given below

Worldwide Assistance Services

The RSA insurance policy is supported by specialists in the provision of Medical Assistance (*FirstAssist*) and Security Assistance (*Drum Cussac*)

For **Medical Assistance** during your journey contact the *FirstAssist* Travellers' Helpline as detailed above.

FirstAssist will provide advice and all necessary assistance.

Many medical facilities will contact *FirstAssist* on your behalf, but not all will do so.

If *FirstAssist* is not contacted, you may be presented with a bill for treatment provided.

If you have already received emergency treatment, contact *FirstAssist* at the earliest opportunity.

Please note, however, that if you suffer a minor illness or injury, and do not require advice or Assistance from *FirstAssist*, you may make your own arrangements and submit a claim at the end of your journey.

For **Security Assistance** during your journey where you are involved in a life threatening situation, hi-jacked, kidnapped, illegally detained or need to be evacuated from a country in an emergency, if possible contact the *FirstAssist* Travellers' Helpline as detailed above, and ask for security assistance,

Your call will be handled by a security expert who will immediately assess your situation and initiate an action plan to provide you with as much assistance as possible.

Remain CALM, ASSESS the situation and IDENTIFY any remaining threat, and if safe to do so, remain where you are.

For **Other Assistance** during your journey the following services are also available from the *FirstAssist* Travellers' Helpline.

- Advice on replacement of lost or stolen tickets, passports or travel documents
- Assistance with lost or delayed luggage in liaison with carriers
- Uninsured motoring assistance if your vehicle breaks down on the way to the airport. All costs are payable by traveller. (This service only applies in the UK.)
- Uninsured domestic assistance for the duration of the journey - *FirstAssist* will call out a tradesman to attend to an emergency at home. Repairs and services necessary are payable by the traveller. (This service only applies in the UK.)
- Emergency messages directed to family/employer
- *FirstAssist* Identity Theft Helpline – over the phone prevention advice, to help you safeguard your identity, including guidance on measures to take to re-establish identity and credit rating.

For **Pre Travel Advice** before your journey commences *FirstAssist* can help with advice on:

- customs regulations
- currency
- inoculations & health matters
- visa requirements
- banking procedures.

Appendix 2: School Fieldwork Code of Conduct

Students working in the field or off-campus are considered to be representatives of the University of Manchester for the duration of the field course, including during leisure periods. Their actions throughout this time will reflect not only their own personal values but also those of the University of Manchester. Anyone that they meet or with whom they interact will judge the University of Manchester by the way in which they conduct themselves. They are ambassadors of the University.

This Code of Conduct defines the expected standards of behaviour to which all participants should conform during any field course.

The Field Course Leader and their appointed deputies are responsible for discipline during the field course. They will lead by example. While engaged on fieldwork, the decision of the Fieldcourse Leader on matters of conduct is final.

All students should:

1. obey all reasonable instructions given by their Field Course Leader,
2. if visiting another organisation, comply with the rules of that organisation,
3. if travelling abroad, comply with the all laws of the country visited,
4. comply with health and safety arrangements for the fieldwork,
5. not behave in a manner which could damage the reputation of the University during work and leisure time,
6. respect the social and cultural beliefs of the country visited. This includes modesty in dress if required by local customs or religious observance,
7. consume alcohol only during leisure periods,
8. if drinking alcohol, do so responsibly, in moderation and within the boundaries of local laws and customs,
9. if drinking alcohol in leisure periods, refrain from becoming intoxicated. Alcohol intoxication will be considered a violation of this Code of Conduct and of the health and safety provisions of the field course,
10. if smoking, do so in appropriate locations and within the boundaries of the health and safety arrangements of the field course, the rules of the host organisation and the laws of the visited country,
11. not litter the environment by dropping cigarette ends, particularly in National Parks but should, if necessary, carry small plastic bags in which to dispose of cigarette litter,
12. respect the people who are giving their time to host visits and provide insights and listen to they say without talking, smoking or using mobile telephones whilst they are speaking,
13. keep the Field Course Leader and / or deputies informed of their whereabouts and intended time of return if moving around independently, including during personal time,
14. ensure that they arrive punctually for planned departure times and scheduled activities.

Furthermore, all students participating in fieldwork should note that they are expected to conform to University Regulation XVII “Conduct and Discipline of Students” and should take particular note of the Definition of Misconduct laid out in paragraphs 3, 4 and 5. University Regulation XVII “Conduct and Discipline of Students” is available at <http://documents.manchester.ac.uk/display.aspx?DocID=6530>.

If misconduct or a breach of discipline is admitted by a student or is found to be proved, one or more of the penalties detailed in Regulation XVII, paragraphs 6 and 7 may be imposed. In addition, the Fieldcourse Leader may, at their discretion, terminate the student’s participation in the field course and arrange for their return to the UK. The cost of travel from the field course location to the UK will be met by the University.

It is the responsibility of participants to heed, understand and observe any instruction given to them by the Field Course Leader or their deputies and to bring any questions or problems to their attention. Participants must acknowledge their own responsibilities for the health and safety for themselves and others.

Participants must note the following exclusions to the University’s Business Travel Insurance:

- participants over the age of 75 years
- participants while acting as the pilot of an aircraft or other aerial device
- participants engaging in activities where their experience or skill levels fall below those reasonably required for participation in those activities
- anyone travelling against medical advice
- routine, preventative or elective medical treatments – pre-existing conditions are only covered if the participant is travelling in line with medical advice. Treatment relating to normal pregnancy and childbirth is not covered, although emergency treatment related to pregnancy and childbirth, except within four weeks of the expected date of childbirth
- compensation in the event of personal injury; medical expenses only are covered
- holiday and recreational activities, the duration of which exceeds half that of the total absence period

The Field Course Leader for an off-campus trip should ensure all participants are aware of this Code of Conduct and any specific standards of behaviour necessary in the course of the visit to comply with the Code, for example, the rules of the host organisation or laws and cultural expectations of the visited country.