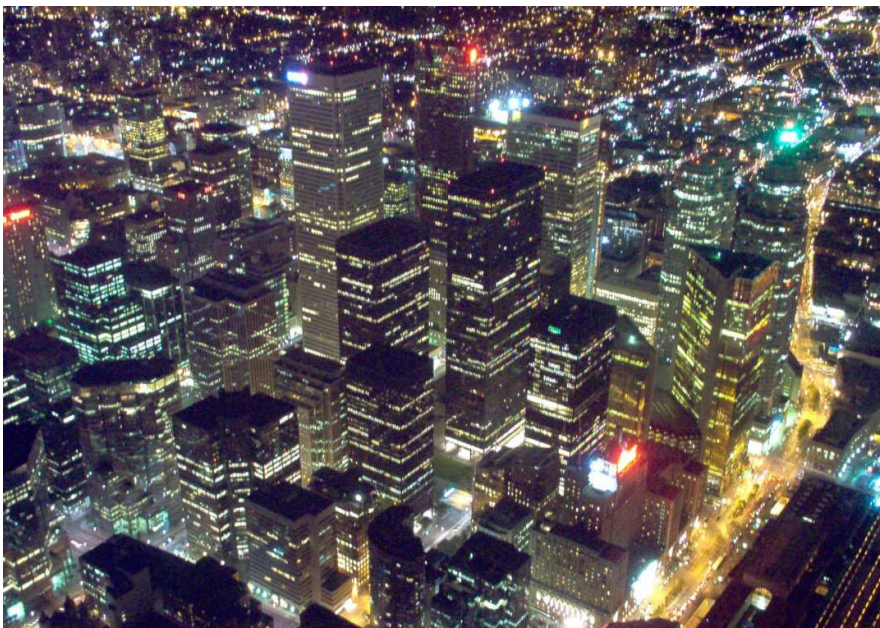




**2018-19**

# Planning International Fieldtrip Field Course Student Handbook



Nicholas Ritchie

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## **Section 1: Introduction**

### **1.1 Field Course Aims and Objectives**

The purpose of the field course is to understand the nature and structure of planning within an international context, and to review the operation of the spatial planning system in another country outside of the UK.

### **1.2 Attendance**

The overseas field course is optional and you will need to register for this module by Friday the 26 October 2018. If choosing this module you are required to attend all preparatory lectures and seminars.

Part-time postgraduate students are advised to attend in the second year of their programme if they wish to take this module; however, this is negotiable on request.

### **1.3 Assessment**

The field course is assessed by means of a group presentation and an individual piece of work.

### **1.4 Destinations**

The destination and the date of the field course will be confirmed during semester 1. Destinations in previous years have included Toronto, Berlin, Barcelona, Brussels, Lille, London, Belfast and Dublin.

### **1.5 Personal Information**

You are responsible for ensuring that your Programme Administrator is advised of any changes to your passport information prior to departure and 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](http://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, advice and information regarding the cultural and social mores of the destination country 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 Administrators, Emma Moores and Sean Boylan at:

Emma Moores

[emma.moores@manchester.ac.uk](mailto:emma.moores@manchester.ac.uk)

Telephone: 0161 275 6897

Sean Boylan

[sean.boylan@manchester.ac.uk](mailto:sean.boylan@manchester.ac.uk)

Telephone: 0161 303 6432

### 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, 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.

Student Occupational Health provides a Travel Advice Leaflet which you can find in Appendix 1.

### 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.

You may find it useful to visit the UK Foreign and Commonwealth Office's Travel Advice web pages at:

<http://www.fco.gov.uk/en/travelling-and-living-overseas/travel-advice-by-country/>.

International students are advised to consult their own country's Foreign Office published information for details on registering with their Embassy or Consular Service.

### **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. Medication should not be carried in just



one piece of luggage in case of loss, theft or baggage delays. You should keep note of the generic name of your medication and not just the trade names in case you need to replace them during the field course. All medications should be in the original, correctly labelled packaging and where possible, the prescription should also be carried. You should check before departure that the prescribed medication you are travelling with is legal in the country you are visiting.

### **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 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. 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.

**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.

For destinations within the European Union, you should obtain a European Health Insurance Card, available by applying online at <https://www.ehic.org.uk/Internet/startApplication.do>. You must have either a National Insurance Number or NHS reference number (assigned when registering with a NHS doctor) in order to apply.

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.

We strongly recommend that you use a money belt or secure inside pocket to carry your cash and debit or credit cards and that you do not carry all of your cards with you but leave one in a secure location, for example, a hotel safe.

Appendix 2 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 3) and you will be asked to provide a declaration to state that you have read, understood and will adhere to the Code of Conduct.

### **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),<sup>1</sup>
- 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,

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

- 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.

## Section 4: Travel and Transport

### 4.1 Airport / Port Transfers

Planning will always arrange for transfers from the point of entry to the destination country, to accommodation venues. However, transport from the University to the UK airport or port may or may not be provided, depending on the necessary time of travel and / or the location of the airport or port. You will be advised of arrangements prior to departure.

### 4.2 Method of Transport

The method of transport to the destination country is usually air or rail. Field courses commence and end in Manchester and you are expected to travel with the group both on the outward and return journeys.

### 4.3 In-Country Transport

Travel during the field course will, in the majority of cases, be undertaken on public transport systems. You will be expected to cover this cost by purchasing the appropriate tickets. This expenditure is taken into account when calculating the School's financial contribution to the cost of the field course.

Where the field course involves travel between cities or countries, Planning will arrange and cover the cost of the transportation.

### 4.4 Travel Documents (Passports & Entry Visas)

You should ensure that you arrive in Manchester for your second year of study with your passport and, for international students who require one, a UK visa. Many destinations will require that passports and visas are valid for a full 6 months after the date of return from an overseas trip. You should ensure that your passport and UK visa have the appropriate validity. If you need to renew or extend your passport or visa, please do so immediately; **DO NOT WAIT** until semester 2. Airlines require advance notification of passport and visa information and we will therefore request this information from you well in advance of departure. If you have not renewed your passport and / or visa at the earliest opportunity, you may be unable to participate in the field course.

For advice on UK visa extensions or renewals, you should contact the International Students' Advice Team in the Student Services Centre. They can be emailed at [iat@manchester.ac.uk](mailto:iat@manchester.ac.uk)

or telephoned on 0161 275 5000 (option 1). School administrative and academic staff are not qualified to provide guidance on UK visas or immigration issues.

If you are an international student and you require an entry visa for the Schengen Treaty zone, you will be provided with the guidance and documentation you need to make your application. You will be asked to make an appointment with the appropriate diplomatic mission. You will be required to cover the cost of the visa fee and any transport costs associated with making your application.

It is very important that you read the instructions for completing the visa application form **very carefully**. A rejected application could mean that you cannot attend the field course. No consideration will be made to your performance on the programme as a result of failure to attend the field course because of a late or incorrect application. **Particular care should be taken when obtaining passport photos**. Guidelines on restrictions regarding passport photos are to be found in Appendix 4.

You should note that the processing time may vary according to your nationality and destination, and that Planning has no control whatsoever over the processing time of a visa application.

**PLEASE BE AWARE** that the University has absolutely no control over the decision-making process of any international diplomatic mission. If you are declined an entry visa for any destination for any reason whatsoever, the University cannot accept any responsibility for your inability to attend the field course. The School establishes to the best of its ability the requirements for a visa application in advance of the application process; however diplomatic missions may not highlight specific regulations or requirements until an application is made. Your financial contribution will not be refunded due to an unsuccessful visa application.

You **MUST NOT** carry your original passport and visa(s) with you during the field course as loss or theft of travel documents can prove very problematic. Passports and visas should be locked securely away wherever possible and copies carried at all times.

#### **4.5 Luggage**

You are responsible for ensuring that the size, weight and contents of your luggage conforms to the transport provider (for example airline)'s regulations. You are strongly advised to visit the

transport provider's website and that of the UK departure port, to ensure that you are aware of any restrictions.

You should be aware that you must be able to carry your own luggage.

Luggage tags may sometimes be provided by the agent through whom the School has booked the field course; however, this is not always the case. We recommend that you ensure your luggage is labelled with your name, destination address and home address in the UK in case of loss and to ensure that you can identify it easily in the collection hall.

It is possible that students will be asked to carry some additional items with them from Manchester to the destination country and perhaps during the field course. These may include medical packs and / or University of Manchester promotional items to be presented to speakers and guides from private or legislative organisations.

#### **4.6 Accommodation**

You will be expected to share rooms during field courses. 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 makes a significant financial contribution to the cost of the field course. You are also expected to contribute financially and you will be informed of the required contribution in semester 1.

The student financial contribution is non-refundable. If you are unable to attend the field course for health or medical reasons, you should provide written evidence from your doctor that you are not fit to travel and a claim will be submitted to the University's Business Travel Insurance provider on your behalf. The financial contribution may be refunded to you in whole or in part depending on the outcome of the insurance claim.

The University is insured against cancellation or curtailment of a field course due to circumstances outside our control. Financial contributions will be refunded to you where cancellation is unavoidable due to the insolvency of a supplier of travel or accommodation. Any costs associated with repatriating participants in a field course as result of insolvency will be covered by the University.

### **5.2 Method of Payment**

Payment for the field course should be made by debit or credit card using the University's online store. You will be advised of the URL for the store and the deadline for payment. Cheques and / or cash will only be accepted in extraordinary circumstances where payment via the online store is not possible and this payment must be made by prior arrangement with the School through the University's Income Office.

Payment will be required prior to departure. Instalment plans can be arranged on application. You should note that an outstanding field course debt to the University can prevent your access to University systems, including your ability to view examination results and ultimately, graduation from the programme.

### **5.3 In-Country 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.

Some guidance will be provided prior to departure regarding the cost of products and services in comparison to the UK.

#### **5.4 Currency**

You are expected to make your own arrangements to ensure that you have sufficient funds in the correct currency (usually euros) for the duration of the field course.

If you intend to use a debit or credit card, make sure that you know your personal identification number (PIN) and check the expiry date of the card(s) before you leave.

## **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 your programme 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 Flight Delay or Cancellation by Airline**

Should flights be delayed or cancelled by the airline prior to or at the point of departure, the Field Course Leader will conduct a threat analysis. On the basis of the threat analysis, the Field Course Leader will decide whether or not the field course should proceed. The decision to proceed with or cancel the field course will then be approved by the Head of School or the Head of School Administration.

### **6.2.3 Changes to UK Foreign and Commonwealth Policy (FCO) Travel Advice**

The travel advice issued by the FCO will be monitored on a regular basis by the Senior Programmes Administrator (Fieldwork and Special Projects) up to the date of departure. Should the FCO advice change to advise against travel to a destination country, the field course will be cancelled.

If the FCO advice changes to advise against travel to a specific area of the destination country and the field course itinerary includes a visit to this area, the Field Course Leader will consider whether or not it is academically and logistically viable to go ahead with the field course.

The decision to proceed with or cancel the field course in these circumstances will then be approved by the Head of School or the Head of School Administration.

### **6.2.4 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.

### **6.2.4 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.

### **6.2.5 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 or at the departure airport.

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 at the airport or 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 the UK immediately. The decision to continue or to curtail the field course or for any members of the group to return to the UK 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: Travel Advice for Staff and Students

The University of Manchester


MANCHESTER  
1824



### TRAVEL ADVICE

For Students and Staff Intending to undertake:

- ▶ Business travel
- ▶ Electives
- ▶ Field trips
- ▶ Expeditions
- ▶ Study abroad



### Checklist for travel

- ☐ Vaccinations
- ☐ First aid supplies
- ☐ Medication
- ☐ Insurance
- ☐ Itinerary given to contact in UK
- ☐ Passport and visas
- ☐ Travel money

Occupational Health Services  
The University of Manchester  
Oxford Road  
Manchester  
M13 9PL  
United Kingdom

[www.manchester.ac.uk/occupational-health](http://www.manchester.ac.uk/occupational-health)

Royal Charter Number RC000797  
J3198 05.11





## ASSESSING YOUR HEALTH NEEDS

The type and extent of the health screening that you will require depends on an assessment of what your proposed trip will involve:

### Field trips / expeditions

The field trip co-ordinator / expedition leader will let you know if you need to arrange an appointment with Occupational Health Services for a formal medical assessment.

### Other trips

You will need to complete the Self-Assessment form on the Occupational Health Services website ([www.manchester.ac.uk/occupational-health](http://www.manchester.ac.uk/occupational-health)) and follow the instructions which include advice on whether or not it is necessary for an appointment with the Occupational Health Service for advice, vaccinations or a more detailed assessment.

Depending on the nature of your trip, it may be necessary to contact a named person where you will be staying for details of local medical arrangements.

### Got any questions?

If you have any questions about preventative medication, vaccinations etc please contact Occupational Health as soon as travel is confirmed. Some vaccinations need to be given over a number of weeks. If you advise us of your planned itinerary, we can provide you with medical advice specific to your travel, and travel packs containing medication, syringes etc if required.

Please note that these services are only available to staff and students undertaking work / study-related travel and in some cases there may be a cost involved to the individual or the school / department.

### Itinerary

You are advised to give your family / friends and someone in your school, faculty or department a copy of your itinerary. We have included a template at the back of this guide to help you with this.

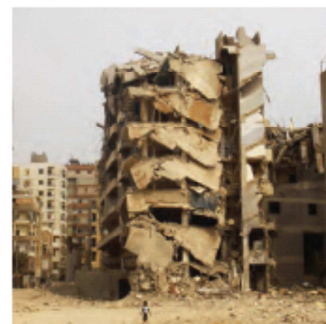
You should include:

- Contact details (including telephone number and email) of an emergency contact in the UK.
- Where possible, contact details (including telephone number and email) of a contact at your destination.
- Full departure and arrival details (eg date, time, flight numbers etc.)

### Dangerous areas

There will be certain areas where it is, or may become unsafe to visit. You should check with the Foreign and Commonwealth Office Advice website [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel) for any warnings about the area(s) you intend to visit.

Please be aware that if you travel against the advice of the Foreign and Commonwealth Office, it may invalidate your travel insurance.



### Visa/passport

Check the visa requirements for your destination and any stopovers with the relevant embassy. Make sure that your passport is up-to-date and covers the period of your absence from the UK.

### Insurance

You must ensure that you have adequate travel insurance to cover all medical expenses, including repatriation to the UK in the event of an emergency.

You should declare any current, or previous, medical conditions to your insurance company as not doing so may result in them not covering you in the event of a claim.

### Security tips:

- Take photocopies of all important documents with you. This should include visas, passport, contact numbers, insurance documents etc. Keep them in a safe place, and separate from the originals. If you can, scan copies before you go and email them to yourself to allow access via the internet.
- Do not agree to carry bags or additional goods for anyone. Innocently helping a stranger with their baggage can result in you being arrested.
- Do not show off your relative 'wealth'. Keep money hidden, and be aware of 'flashing' designer clothes and jewellery etc.
- Carry as little money and as few documents as possible with you.
- To reduce the risk of mugging, travel in groups; avoid remote areas after dark; use a torch; keep on the move; carry an alarm or anti-personnel spray (please note such sprays may be illegal in some countries).
- Respect local customs and dress codes.
- Stay in contact with your luggage unless it is locked in your room or stowed safely on transport.
- Always check that you have left nothing behind.
- Do not hire a room that is not secure; lock it every time you leave and when you are inside.
- Read the fire drill notice in your hotel room / conference venue and familiarise yourself with the fire exits.
- If you are robbed go straight to the police and report the theft.
- Be aware that the majority of traveller fatalities result from road traffic accidents and not exotic diseases.

### Health advice

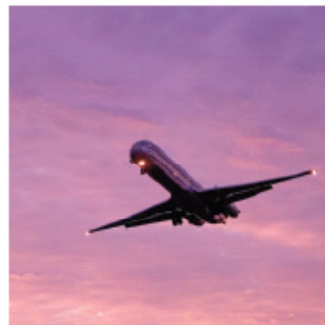
We cannot cover comprehensively all possible health / medical conditions, however the advice below covers the most common.

#### Deep Vein Thrombosis

There is believed to be a link between long haul travel and the risk of Deep Vein Thrombosis, though it is rare.

Aircraft conditions and sitting in a fixed position for long periods of time may contribute to this risk which can be reduced by:

- If you have concerns about your medical history, discussing this with the Occupational Health Service, your GP or specialist before you travel.
- Wear compression stockings (below the knee and correctly fitted).
- Avoid sleeping tablets.
- Exercise legs and calf muscles during the flight.
- Avoid dehydration by drinking lots of water and avoid alcohol.



### Jet lag

Crossing time zones can result in fatigue and disorientation. You can ease this by:

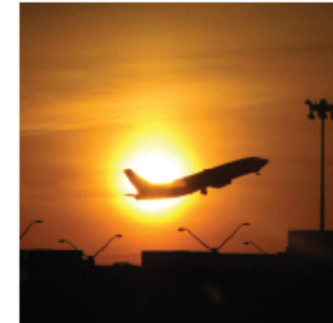
- Trying to adapt as quickly as possible to the new local time, for example by resting at night even if not tired and avoiding naps which delay adaption to the new time.
- Avoid the use of sleeping aids / tablets.
- If possible avoid driving for at least twenty-four hours after arrival.

### Diarrhoea

This is the most common condition affecting travellers, especially in hot countries.

It can result from a change in routine, temperature, diet etc. but may also be due to infection which can largely be avoided by taking simple hygiene precautions:

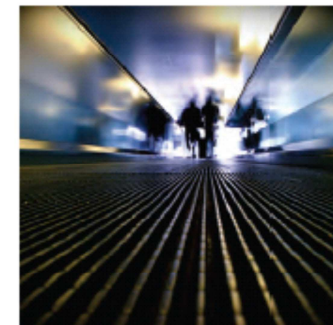
- Wash hands before handling food and after going to the toilet.
- Check whether the water supply is safe to drink, and if in doubt use bottled or sterilised water (use this also to clean teeth).
- Eat only hot, freshly cooked food from trustworthy sources (eg avoid street vendors).
- Avoid ice cream and ice in drinks.
- Only eat "peelable" fruit.
- Avoid salads which may have been washed in contaminated water.
- Avoid shellfish.
- Avoid unpasteurised milk.



### Sunstroke

Do not underestimate how ill you can become following exposure to the sun. If you do need to be outside in the sun:

- Wear a hat with a brim, long loose clothing, sunglasses etc.
- Use an appropriate sun block.
- Avoid the mid-day sun.
- Avoid dehydration by ensuring that you drink plenty of fluids (non-alcoholic!) especially if exercising or undertaking strenuous work.





### Travel and Altitude Sickness

If you are travelling to a high altitude airport, and / or climbing mountains above 2400 metres, you are at risk of developing altitude sickness.

There is no way of anticipating whether or not you will be affected, and having experienced this in the past does not indicate a likelihood that you will be vulnerable on another occasion. It is therefore important to make time in your schedule for your body to acclimatise. This allows for the physiological changes required for your body to cope with the potentially fatal effects of low oxygen at altitude. If you arrive at a high altitude airport you should try to schedule at least one to two days of rest before attempting ascent to a higher level. If walking, plan to climb no more than 400 metres each day. This should be reduced to 150 to 300 metres per day if your total ascent will be more than 4300 metres. If you are visiting multiple destinations, remember that any physiological changes gained are lost within one to two days after descending to sea level. Plan your itinerary with this in mind.

To treat the sickness, headaches can be relieved by using analgesics eg paracetamol. Acetazolamide at 125-250mg twice daily may provide a useful prevention against acute altitude sickness. In the case of persistent symptoms e.g. headaches, nausea etc. it is advisable to descend 300 metres immediately. If the symptoms fail to subside you should continue to descend.



### Contact details

#### Oxford Road site

tel 0161 275 2858

email [waterloocchealth@manchester.ac.uk](mailto:waterloocchealth@manchester.ac.uk)

#### Sackville Street site

tel 0161 306 5806

email [millocchealth@manchester.ac.uk](mailto:millocchealth@manchester.ac.uk)

### Travel itinerary

A useful template for you to leave your travel details with family/ friends and your school, faculty or department.

Name	Date of birth
Mobile tel	
Email	
Name of emergency contact in UK	
Contact details for emergency contact	

### Outward journey

Mode of travel (eg plane / train)	
Departure date	Departure time
Departure city and country	
Arrival date	Arrival time
Arrival city and country	
Carrier	Flight number
Accommodation details in destination	
Name of contact at destination	
Contact details for person above	

### Return journey

Mode of travel (eg plane / train)	
Departure date	Departure time
Departure city and country	
Arrival date	Arrival time
Arrival city and country	
Carrier	Flight number

## Appendix 2: Business Travel Insurance Leaflet



### University Travel Insurance for Students Undertaking Work or Study Placements

**Insurer:** AIG Europe Limited  
**Policy Number:** 0010015245  
**Policy Period:** 1 June 2018 to 31 May 2019

#### **IMPORTANT: Information Regarding Overseas Insurance**

Student travellers should note that the University Travel Insurance is not health care cover. It does **not** provide cover for wellness care, including routine physical and mental health care, routine vaccinations, health screening and preventative services, pre-existing conditions and routine prescription drugs.

Due to changes in country laws and different requirements from individual universities, some host universities may not accept the University policy and require all students to purchase additional insurance directly from them. Students are responsible for checking if their host university accepts the University policy. They should research these additional costs in advance and include these expenses in their budget.

The University is committed to sustainability and is a signatory to the Talloires Declaration. Reducing the environmental impact of travel is an important part of ensuring sustainability and protecting the environment.

Students should choose the most economic and direct route to their destination. The University's travel insurance may not cover any travel route which has unnecessary detours.

#### **Definition of University Insured Student Travel**

All University insured student travel must be a compulsory element of a University award-bearing degree programme of study or in connection with an approved overseas sporting fixture through SPORT Manchester. The trip must be pre-approved by the School or Supervisor and the traveller must have completed a travel risk assessment prior to travelling.

Any travel which is not University insured student travel as defined above is classified as personal travel.

If a student intends to have a period of personal travel before or after or during the official placement period, they should ensure that they have arranged their own insurance to cover the entire period of their personal travel prior to departure.

#### **University Insured Student Travel Coverage**

All students who are travelling within the definition set out above will be automatically insured under the University's travel insurance.

The travel insurance does not cover the following:

- Home to work travel
- Students on work or study placements in the UK
- Students travelling in connection with a sporting fixture, coaching session or training camp in the UK
- Anyone travelling against medical advice, or for the purpose of undertaking treatment
- Medical expenses and treatment related to pre-existing medical conditions (except in an emergency)

- Medical expenses and treatment for normal pregnancy and childbirth
- Emergency treatment for pregnancy or childbirth within the four weeks of the expected date of childbirth
- Dental treatment unless it is caused by serious illness or an accident
- Compensation for personal accidents (except the actual extra expenditure incurred which can be reimbursed)
- Self-inflicted injury or bodily injury following an accident which is self-inflicted or is contributed to by oneself
- Loss or damage to property which is left unattended, or is left unconcealed from view
- Any claims as a result of any fraudulent, dishonest or criminal act of the insured person
- Any incident as a result of carelessness of the insured person, or due to their own omission or action
- Any claims as a result of any incident in relation to private homes, shared accommodation, Airbnb or similar type of unregulated accommodation (see Notes to Travellers)
- Winter sports
- Any dangerous sports or activities in the social hours (except as part of official activities or business)
- Travel delay compensation
- Cost of trip cancellation or change in itinerary as a result of declining alternates offered by the carrier

Travel insurance cover is not provided automatically for the following unless the activity has been approved in writing by the traveller's Head of the School/Unit and has prior written clearance from the Insurance Office:

- Anyone aged over 75
- Anyone travelling abroad for more than one year
- Anyone travelling against the advice of the Foreign and Commonwealth Office
- Anyone travelling to sanctioned countries

For travel outside the UK only, the travel insurance cover includes emergency medical assistance and emergency dental treatment (not restorative dental treatment) and security assistance. However, for non-UK national travellers, if they visit their country of domicile, the above medical cover may be limited.

#### **Extending the Period of the Official Placement**

The official period of a business travel can be extended as below. These extended periods are expected to be part of the official business, and are not intended for personal travelling or holiday.

- (1) For short term travel, i.e. trips of 3 months or less

The period of travel may be extended up to a **maximum of 7 days**, or no more than 50% of the entire period of the official placement (whichever is less), in the destination of the official placement. This is to enable students to arrive at the destination early to adjust to local environment.

- (2) For long term travel, i.e. trips of more than 3 months

The period of travel may be extended up to a **maximum of 14 days before the start** of the official placement. This is to enable students to arrive early to adjust to the local environment, get orientated and settle in.

The period of travel may be extended further up to a **maximum of 7 days after** the official placement to enable students to organise their departure.



### **Incidental travel within the official business period of trips longer than 3 months**

The University's travel insurance will cover any reasonable social incidental travel in the country of the placement. Students will be responsible for carrying out appropriate health & safety and risk assessment for their short trip, and should not engage in any hazardous activities or activities where their experience or skill levels fall below those reasonably required for participation in those activities.

The incidental travel should not be a substantial part of the trip, and the time spent on the incidental travel is not more than 4 days in a single trip. If the period of the incidental travel is more than 4 days, students should provide their own insurance cover for the whole of the period.

The incidental travel should be within the country of official business. However, if the country of placement is Singapore, it is agreed that the cover can be extended to Malaysia.

Examples of acceptable incidental travel:

- If a student has multiple placements in more than one country within Europe, the student travels through another country to reach the next destination of the official placement during the gap between placements, the transition through other countries will be covered as long as there are no unreasonable detours and the most economic/direct route is taken.
- If a student works across borders as part of their official placement and the University is fully aware of this arrangement and has pre-approved the travel plan, the trip will be covered.
- If a student has to leave their placement country to go to a neighbouring country for the purpose of extending / changing / adjusting their visas, the trip will be covered.

Please note that the insurance cover will temporarily terminate when the student is visiting the UK, or their normal country of domicile for non-UK national students during a period of the long term travel; and will re-start when the traveller returns to the destination re-engaging in the University placement.

### **Health**

The University's travel insurance is not a full health insurance. The cover is provided for medical expenses only in relation to **emergency** or **unexpected** treatment (i.e. medically necessity as a result of an accident or unexpected illness). Routine, preventative or other elective treatments are not covered.

Students should ensure that they are fit to travel, both physically and mentally, prior to booking any travel arrangements. If there is any doubt about a traveller's fitness to travel, they are advised to obtain written confirmation from their doctor or the University's Occupational Health Service. Insurance cover will be invalid for anyone travelling against medical advice or for the purpose of undertaking treatment.

Medical expenses and treatment related to pre-existing medical conditions are not covered, therefore, students should ensure that they take sufficient supply of medication for the entire trip/period away and identify suitable medical support, such as address of medical centre/doctor's name, for their continuous treatment whilst they are away. Pre-existing medical conditions are only covered in emergencies if travel is being undertaken in line with medical advice.

Similarly for dental care, dental treatment is not covered unless it is caused by serious illness or an accident where treatment is deemed to be medically necessary by medical professional. Students are advised to undertake a dental check-up and complete all dental treatment prior to departure.



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### **Notes for Travellers**

1. Travellers must take all reasonable steps to avoid or minimise any injury, loss, damage or expense, and must also make every reasonable effort to recover any property which has been lost or stolen. **Items lost or damaged through the fault of the traveller will not be insured.**
2. All valuables must be secured and locked away at all times, particularly if the accommodation is shared with anyone else. Loss of property that is not kept secure will not be covered.
3. Losses of property from privately owned accommodation or unregulated leased accommodation, such as Airbnb, will not be covered by the policy. Travellers are advised to check if the property owner has insurance in place for any loss or damage to their property during their stay with the host. If renting privately owned accommodation, travellers should check the terms of the agreement and, where necessary, purchase their own insurance cover.
4. If the accommodation is regulated and secure, such as in a private lockable room in YHA or other registered hostel, losses will be covered as long as the security measures in place at the accommodation are used.
5. Travel insurance cover is subject to the work or study placement being approved by the traveller's School or the International Programmes Office and an appropriate travel risk assessment undertaken by the traveller.
6. Travellers are encouraged to take the 'Travel Security Awareness Training' modules and check out specific travel advice of the country of their destination, such as country reports, from the following AIG Travel Assistance site: <https://travelguard.secure.force.com/TravelAssistance/>.
7. Risk assessment requirements:
  - All travellers who are going to a destination which is deemed as "high" risk or above must complete a travel risk assessment signed off by their School.
  - Travellers going to a destination which is deemed as "moderate" risk or above for the first time must complete a travel risk assessment signed off by their School.
  - Travellers who are going to a destination which is deemed as "low" risk or below should check the generic risk assessment ensuring that it applies to their trip and their personal circumstances.
  - Frequent travellers must check and ensure that their current risk assessment for their destination is up-to-date. They may need to re-assess any risk during the trip due to unforeseeable changes in circumstances.
8. Travellers should also check for foreign travel advice from the Foreign and Commonwealth Office ([www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)). If the trip involves travelling to some potentially dangerous parts of the world, or area/region where there is FCO advice, the trip must be approved by the traveller's Faculty Dean or the Registrar, Secretary and CEO before arranging travel.
9. If travellers plan to engage in hazardous activities during social time whilst on University business, they must obtain their own insurance to cover these activities prior to leaving the UK. In addition, travellers should not engage in any activities where their experience or skill levels fall below those reasonably required for participation in those activities.
10. Travellers are recommended to download the free "AIG Travel Guard" mobile app prior to travelling. Essential travel tools, such as 'medical translation', 'drug brand equivalency' and 'medical provider directory' can provide valuable support in a critical time.
11. Travellers should seek up to date individualised travel and vaccination advice relating to a specific destination from Occupational Health Services before travelling. Insurance does not cover the cost of vaccinations, blood tests or health screening tests.
12. Travellers must ensure that they possess a valid visa and other travel documents, including a valid European Health Insurance Card if applicable, **before** booking the trip. The cost of cancellation due to

inadequate paperwork is not covered by the policy. If a traveller needs confirmation of insurance cover for a visa application email the Insurance Office ([insurance@manchester.ac.uk](mailto:insurance@manchester.ac.uk)) providing the following information:

- (i) full name (as shown on the passport)
- (ii) University ID Number
- (iii) School/Unit
- (iv) country of destination(s)
- (v) the period of absence from the UK.

13. If luggage is delayed for more than one day during the outward bound journey the travel insurance policy will cover the cost of emergency purchases such as underwear, toiletries and essential clothes only. Every effort should be made to keep costs to a minimum and excessive costs will not be covered.
14. Disinclination to travel is not covered by the insurance policy. If the FCO advice is not to travel travellers who do not travel in these circumstances can make a claim for cancellation the FCO advice has changed since the booking was made.
15. The cancellation and curtailment section of the policy does not apply for those travellers who suffer any pre-existing medical condition and are aware of any medical treatment, or have close relatives suffering any pre-existing medical condition (including pregnancy), that may cause them to cancel or curtail their trip.
16. Travellers should note and keep the following information in a safe place during the entire trip:
  - University business travel policy number : **0010015245**
  - Insurer : **AIG Europe Limited**
  - emergency contact details : **tel: +44 (0)1273 727416**  
or email: [UOM.travelclaims@aig.com](mailto:UOM.travelclaims@aig.com)

#### **What to do in the Event of a Claim**

In the event of any emergency or medical incident, whether or not it may lead to a claim, travellers may obtain assistance by contacting AIG Europe Limited whenever possible: telephone: +44 (0)1273 727416; email address: [UOM.travelclaims@aig.com](mailto:UOM.travelclaims@aig.com).

For non-emergency situations contact [insurance@manchester.ac.uk](mailto:insurance@manchester.ac.uk)

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. In the first instance, a claim should be attempted against the airline or the transport carrier. The traveller should obtain an acknowledgement of the report from the carrier.

There is a minimum claim value of £100. For claims made via University accounts, the minimum claim value is £500. All claims must be submitted together with supporting document **within 30 days** of the date of incident.

If you need to make a claim, please contact the Insurance Office ([insurance@manchester.ac.uk](mailto:insurance@manchester.ac.uk))

NOTE: Personal data (including sensitive information) on the claim form may be shared with other relevant personnel in the University as well as the insurance company for the purpose of processing claims.

If you have any further queries regarding the insurance please contact:

**Insurance Office**

Room 4.76, 4<sup>th</sup> Floor, Simon Building, Brunswick Street, University of Manchester, Manchester M13 9PL

Tel: 0161-275 2243

Email: [insurance@manchester.ac.uk](mailto:insurance@manchester.ac.uk)



### **Schedule of Benefits**

There is no excess in any section of the cover, but there is a minimum claim value of £100 per claim.

Section	Benefits Limit
Baggage	Repair or replace any article up to a value of £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 (emergency purchases)	Up to £500 per insured person
	Where the item or set is valued at more than £2,000, only 75% of the amount valued over £2,000 will be covered
Cancellation, Curtailment, Replacement and Rearrangement	Up to £10,000
Legal Expenses	£50,000 per insured person
Medical and Emergency Travel Expenses (including repatriation costs)	£Unlimited
	Repatriation must be medically necessary and arranged through the AIG emergency contact
Money and Credit Cards	£5,000
	Where the claim exceeds £2,000 only 75% of the amount over £2,000 will be covered
Personal Liability	Limit of indemnity £5,000,000 any one event
Political and Natural Disaster Evacuation	Up to £50,000 any one event for the cost of extracting insured person from an unforeseeable life threatening situation whilst on a journey of less than 180 days.
	Extraction must be with the agreement of the AIG emergency contact.

All claims must be submitted **within 30 days** of the date of incident.

To support your claim, you must provide evidence together with the claim form, such as proof of ownership of the lost or damaged property, receipt of purchase or payment, police report, medical report, and so on.

### **Appendix 3: 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.

# Appendix 4: Guidance for Providing Photographs for Passports or Visas

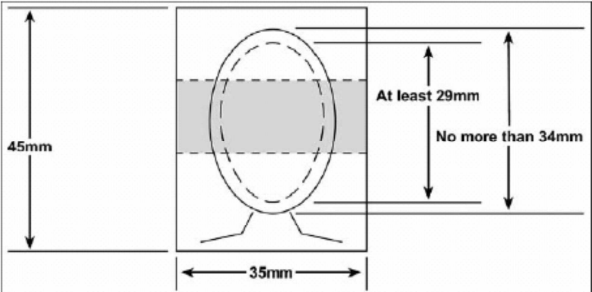
## The photographs must be

- identical where two photographs of the individual are required
- in colour, not black and white
- taken against a light grey or cream background
- 45 millimetres (mm) high x 35 mm wide
- able to fit into the template opposite, with the eyes positioned in the shaded area
- free from shadows
- taken with the eyes open and clearly visible (with no sunglasses or tinted spectacles, and no hair across the eyes)
- with the subject facing forward, looking straight at the camera
- with a neutral expression with the mouth closed (no grinning, frowning or raised eyebrows)
- of each person on their own (no objects such as dummies or toys, or other people visible)
- taken with nothing covering the face
- in sharp focus and clear
- with a strong definition between face and background.

The requirements listed above are mandatory for some applications – see introduction.

## The photographs must also

- be taken within the last month
- be undamaged (not torn, creased or marked)
- be free from reflection or glare on spectacles, the frames of which must not cover the eyes - if possible, we recommend photographs without spectacles to avoid the risk of rejection because of glare or reflection
- be free from "redeye"
- be free from airbrushing or similar enhancement
- be taken of the full head, without any covering unless worn for religious or medical reasons
- be printed professionally or taken in a passport photo booth. Photos printed at home are unlikely to be of an acceptable standard
- have the person's full name on the back of each photograph.



*The photographs below are for guidance only. They provide examples of acceptable photographs. Examples of unacceptable photographs are given on the following page.*



Good

Good

Good



**Acceptable**  
But preferable to remove spectacles to avoid any possibility of your photo being rejected

**Acceptable**  
Head coverings for religious or medical grounds are allowed

**Acceptable**  
But preferable to remove spectacles to avoid any possibility of your photo being rejected



## Children

- Photographs of **children aged six and over** must meet the full format requirements set out in this guidance.
- Photographs of **children aged five and under** must show a clear image that is a true likeness of the child. As young children can be difficult to photograph, children aged five and under do not need to have a neutral expression or to look directly at the camera, but they must face forward and meet all other format requirements.
- In addition, **babies under one year old** do not need to have their eyes open even though this is preferable. All other requirements must be met. If the baby's head needs to be supported, the supporting hand must not be in the picture.
- If you have difficulty in meeting these conditions, you should use a photographer instead of a photo booth.

If you choose to use a professional photographer, please ensure that they are aware of the format requirements specified in this guidance, particularly that the photographs will not show a white background when printed.

**Please note** that it is your responsibility to provide acceptable photographs in the format specified in this guidance. If you do not, your application may be delayed or, in the cases mentioned on the first page, rejected as invalid.

**Please also note** that the photographs provided by you become part of our official records and we will not return them.

## Examples of unacceptable photographs



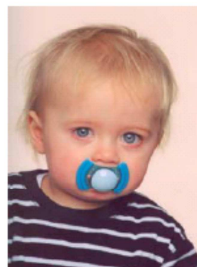
**Not acceptable**  
Portrait style  
photographs are not  
permitted



**Not acceptable**  
Dark glasses and  
smiling are not  
permitted



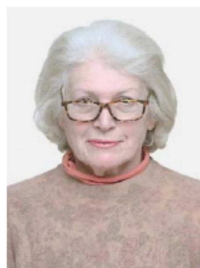
**Not acceptable**  
Covering of facial  
features is not  
permitted



**Not acceptable**  
Any dummies should  
be removed before  
the photo is taken



**Not acceptable**  
Hair covering the  
face is not  
permitted



**Not acceptable**  
The spectacles cover  
the eye



**Not acceptable**  
The scarf creates a  
shadow.



**Not acceptable**  
Hats are not  
permitted



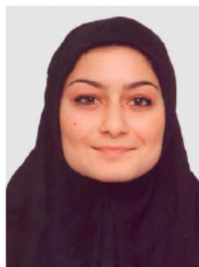
**Not acceptable**  
The photograph  
is blurred



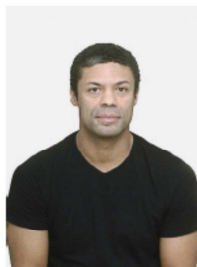
**Not acceptable**  
Opening the mouth



**Not acceptable**  
The photograph  
contains more than  
one person



**Not acceptable**  
Even a slight smile  
distorts the normal  
facial features



**Not acceptable**  
The subject is too far  
from the camera



**Not acceptable**  
The subject is too  
close to the camera



**Not acceptable**  
The background is  
not light grey or  
cream