



Working alongside Covid-19

On Friday 20th March 2020, we were officially told to stay at home, protect the NHS and save lives by the Government. This has resulted in all staff working from home and learning and developing new ways of supporting learners.

Utilising whatsapp, Microsoft teams, zoom and the phone we have managed to maintain contact with 74 learners. Workbooks and Learning materials have been created and distributed; and with the support of our awarding bodies, we have developed a large range of e-learning courses and resources, that we are able to assign learners too. This will further expand with the introduction of our new website, which will be launched over the next 5 weeks.

Working predominantly with the long term unemployed, the temporary closure of our centre would have caused further anxiety for many of our learners had we not been able to maintain social contact, thereby confirming that they are both supported and valued.

The demand for our services has continued (despite the lockdown), through referrals from our partners and our other programmes and we anticipated this steadily increasing over the coming months. It is therefore of paramount importance that we continue to create, review and modify all learning opportunities available; particularly as different parts of the economy begin to open up.

Prepare, Inform, Prevent, Recover

1. Prepare:

It is our intention to re-open the Scarborough Training Centre on Monday 8th Jun.

- Risk Assessments are being carried out on all staff members, all facilities and all programmes of training
- Building occupancy has been calculated, together with room plans (this has initiated the removal of surplus office furniture and the clear markings of where learners/visitors may sit and what space is allocated for the Tutor, during group training sessions).
- Class sizes will range from 121 to a maximum of 6 (which provides 2.5m social distancing)
- A preoccupancy inspection will be conducted by the Managing Director and each member of the team (on an individual basis) – one week prior to opening to ensure everyone is fully aware of the NEW operating procedures and any additional safety measures can be discussed. (Entering and exiting the building/rooms protocol etc)

- Once open, all facilities must be cleaned down between each session/visit, following the Covid-19 cleaning procedure.
- We will continue to review any service which may present a health issue and establish how we might minimise risk
- Establish a protocol to respond to expected spikes in the outbreak effectively without disruption to service.

2. Inform:

- All staff complete HABC Covid-19 Infection Prevention and Control programme
- Revise learner welcome pack to include new working practices, responsibility to keep us informed of any suspected illness and social distancing.
- Video compiled for all learners and partners, informing them of what WE are doing to ensure their safety and that of our staff. Building confidences will be key in the early stages!
- Clear signage and floor marking in all facilities to ensure social distancing protocol and sanitisation is observed.
- Ill-health reporting and staff support program
- Inform all partners of new programmes (start dates) and methods of delivery – Go4it is open for business!

3. Prevent:

Ensure that health and hygiene is managed and maintained by:

- The front door will remain locked to prevent an increase in the number of people in the building. There will be a sign on the door clearly stating that if the shutters are open the business is open and visitors should ring the bell and we will attend to them.
- Learners/participants will be given a specific appointment time and this MUST be adhered to, in order that we can control the flow of people in the building.
- Identifying key touch points in the workplace and providing appropriate sanitation stations to allow hands to be cleaned
- All workbooks, sheets and exam papers must be securely held for 72 hours before being processed/filed to prevent any possible contamination.
- Washroom cleanliness
- Staggered arrival, breaks and departure times for all learners and staff.
- Where physical class room delivery is not being used, home working will continue to be encouraged. Maximum of 3 staff on site at any given time.
- Building entrance and/or exit protocols
- Social distancing in all areas of the business
- Maximum room occupancy – external facilities have been arranged in order that larger groups can be accommodated for security training and employability training where demand necessitates – adhering to our company social distancing measure of 2.5m
- Mental Health First Aid will be built into many of our courses moving forward in order to deal with the consequences of increased and on-going anxiety caused by Covid-19
- All staff will be provided with appropriate PPE and be visible to staff during the working day.

- Staff should be encouraged to wear their hair tied back (if possible)
- It is essential that all staff remove their working clothes and put them in the wash as soon as they get home, to prevent spread of the virus. Clean clothing to worn the next day.
- No hot desking or working from different areas of the building. Wherever you start working in the morning is where you will continue working until the end of the day, when you will be responsible for sanitising the area and equipment used.
- Learner refreshment facilities have been removed and instead learners will be provided with their own bottle of water if required.
- Reinforcement of workplace distancing protocols
- Mixture of 121/ smaller class sizes and e-learning for all programmes delivered.
- On-going access to Tutor Support to be made available – staggered hours of work will enable us to increase our Tuesday late opening hours (albeit virtual) to include Wednesday as well.
- Reducing the number of people any one person has contact with is essential and therefore any one staff member may only engage with a maximum of 10 people in any one given day (this includes colleagues).
- 121 activity time should be a maximum of 90 mins
- Group work activity time should be in 3 hour blocks (unless you are working in a secure training environment, whereby this time can be increased at the discretion of the trainer).
- We will no longer be providing any learner break out areas – any individuals wishing to partake in a cigarette during their break out time, must leave the premises.
- Wherever possible, the initial assessment and enrolment should be done in person, however, if lockdown persists then the following procedure should be used:-
 - a) Email/post Go4it Client Sheet to prospective learner
 - b) Whatsap completed form together with ID evidence to Staff Member (Whatsap is encrypted and therefore the safest method)
 - c) Prepopulate enrolment form using the information received
 - d) Discuss and complete enrolment form and IA with the learner either over the phone/Whatsap/Microsoft teams/Zoom
 - e) Agree ILP and set 121 learner reviews once a month (minimum)
- Learner progress/Happy Sheets to be completed in order to confirm all interactions, whether face to face or over the phone/internet.

4. Recover:

- Keep abreast with all government, dept of education and lead contract guidance provided.
- Regular reviews with all team members to ensure that they are happy with the working arrangements and have the opportunity to formally air any concerns.
- Review all progression and achievement rates against previous years to review the effectiveness of the programmes being delivered.
- Amend learner feedback sheets to reflect the changes now being made and encourage constructive feedback in order that all programmes and methods of delivery can be continuously improved.

- Review lessons learnt from the initial outbreak and ask for feedback. Critique what we've learnt and use this to improve.
- As we formally open the doors on Monday 8th June, we will be focusing on four main groups of learners:- a) those needing social interaction (particularly Back On Track and BBO participants), b) those eager to get into work and needing further support and encouragement in applying for jobs c) those needing support to get their CSCS badges and d) those needing to sit/re-sit exams from this current academic year.
- No new cohorts/programmes of delivery are planned until early August 2020.
- Contacting all employers and finding out what support/roles they are looking to fill – tailoring our programme of courses to suit, thereby assisting progressions.
- Job Clubs to be industry specific – supporting the industries that are open for business and addressing the Digital Skills gap.
- We will commence the new academic year with smaller class sizes, supported by e-learning and online workshops, thereby adhering to the recommended GLH's and ensuring commercial efficiency levels remain encouraging.
- As the restrictions are lifted we will increase our delivery to include greater use of the external facilities and thereby increase class sizes accordingly.
- GDPR procedure to be reviewed in line with all changes proposed by 30/7/20.

PROTECTING AND SUPPORTING ALL LEARNERS AND STAFF

WORKING TOGETHER WITH OUR PARTNERS

KEEPING EVERYONE UPDATED

PROMOTING AND SHARING STORIES OF SUCCESS

Remember, NO ONE is obliged to work in an unsafe work environment.

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