

KEEPING YOU SAFE

Our road to **re-opening**



We are looking forward to welcoming you back to our training centres and, as always, we will be looking after you every step of the way.

We have taken every step necessary to ensure that you will return to an environment which is both safe and comfortable, and which has stringent social distancing and hygiene measures in place. For more information on what we are doing to keep you safe, read our answers to frequently asked questions below or **contact us by calling 0845 606 2909**.

Q: How many delegates will there be on a course?

A: Delegate numbers will vary but regardless classrooms and practical training areas have been set up in line with the UK Government's two-metre social distancing guidelines.

Q: How will you accommodate social distancing on arrival at the training centres?

A: We have created dedicated reception areas with screens, which allows one delegate through at a time. We also have two-metre marked queuing facilities outside and designated entrances and exits are clearly identifiable.

Q: How will delegates move around the facilities?

A: A 'welcome warden' will be on hand to greet customers at reception and communicate the process. A member of staff will then escort delegates to the classroom, following a one-way system highlighted with clear floor markings.

Q: Will you provide PPE?

A: All staff and delegates will be provided with the appropriate PPE, including protective face covering and gloves.

Q: Will you be undertaking temperature testing and what happens if someone tested on arrival has a high temperature?

A: Yes, a qualified First Aider will be taking delegates' temperatures on arrival. If anyone is found to have a higher than acceptable temperature, they will be asked to leave the training centre immediately and advised to contact NHS 111. All areas that person was in will be immediately cleaned down.

Q: What will happen if a delegate or employee develops COVID-19 symptoms while they are at a training centre?

A: Should a delegate or employee develop COVID-19 symptoms whilst at the training centre, they will be asked to leave and contact the NHS and follow the government advice. We would clean and disinfect all areas that the symptomatic person had come into contact with in line with guidance from Public Health Scotland.

Q: How will delegates keep a safe distance before courses start and during break times?

A: Arrival times are staggered, as are break times, to ensure queuing is kept at a minimum and social distancing is always adhered to.

Q: How many people will be on a minibus at one time and how will they be protected?

A: Delegate numbers will be reduced to 2 in an 8-seater minibus or 4 in a 16-seater minibus to ensure social distancing, and all customer vehicles have been fitted with sealed perspex bulkhead screens, in line with guidance.

Q: How frequently will equipment be cleaned?

A: All apparatus will be sanitised after each use and an increased cleaning regime is in place.

Q: Will there be somewhere where people can wash their hands throughout the day?

A: Sanitising stations are in situ in the reception areas and within each classroom, work area and training suite.

Q: Can COVID-19 be transmitted in swimming/training pools?

A: There is no evidence to suggest that the virus can be spread in swimming pools. Also the proper disinfection of water should ensure that pool water is safe, with the virus being inactivated due to the levels of chlorine used.

Q: How will changing and shower facilities be set up to accommodate social distancing?

A: Changing and shower facilities are limited to six delegates at a time.

Q: Will lunch be provided or should I bring my own food and drink?

A: Packed lunches will be provided and will be delivered to each classroom and delegates can bring their own lunch if preferred. Coffee areas will have two-metre social distancing restrictions.

Q: If I had already completed some of my training course. Can I pick up from where I left off?

A: All partial course completions have been recorded so delegates will be able to pick up from where they left off.