

Covid-19 Customer Procedures

PRE-COURSE PROCEDURES

1. Training room and facilities:
 - 1.1. The classroom must be large enough to allow 2 metre distancing for learners and the trainer
 - 1.2. The room size must, as a minimum, be 8 metres x 4 metres for 6 learners
 - 1.3. For this room size, there should be no obstructions or anything else in the room, except a table at the front of the room for the trainer's use
 - 1.4. This is based on chairs in a horseshoe around the edge of the room and the door being at the front of the room. Should your room be smaller than this then the number of learners will need to be lower
 - 1.5. If in doubt, please contact Good Skills Training prior to the course for advice
 - 1.6. The trainer will have the authority to refuse to deliver the course should they deem it unsafe on the day. The customer will still be responsible for all agreed fees if this happens
 - 1.7. The customer will be required to provide adequate facilities and soap to wash and dry hands safely
 - 1.8. It would be good practice for the customer to also provide hand sanitiser
 - 1.9. In order to dispose of any PPE adequate bins must be provided
2. It is recommended that learners bring their own face coverings, although government guidance does not insist on this in education settings
3. If learners, or anyone in the learner's household have shown any signs and symptoms for COVID-19 in the last 14-days, as set out by the government, they must not attend the course
4. Good Skills Training require a list of expected attendees prior to the course – people not on this list will not be permitted to attend the course
5. Learners should be advised to bring pen and paper as the trainer will be unable to supply these
6. Customers should provide Good Skills Training with copies of their procedures for:
 - 6.1. Entering and exiting the building safely
 - 6.2. Accessing toilets safely
 - 6.3. Accessing refreshment facilities safely

DURING THE COURSE

7. All learners will be asked to confirm that they and their household, have not shown any signs and symptoms of COVID-19 in the last 14-days, before entering the training room
8. All learners will be required to wash their hands-on arrival and regularly throughout the course
9. If learners or the trainer, develop signs or symptoms of COVID-19 during the course, the course will be postponed as all individuals involved in the course must self-isolate and follow current government guidelines with regards to testing for COVID19
 - 9.1. If courses are postponed due to learners becoming ill there will be a 50% postponement fee
 - 9.2. If the course is postponed due to the trainer becoming ill there will be no fee for rescheduling the course
10. Training of CPR will be carried out in-line with UK Resuscitation Council Guidelines for CPR training during the Covid-19 pandemic. This involves, during the practical CPR element:



- 10.1. All learners using a manikin face-shield (which is no change from what we have always done)
- 10.2. The manikin being sanitised between each use
- 10.3. The lungs being changed each day (rather than at the end of each course)
11. All learners will be given a dressing to be used on themselves to prevent cross contamination. These will be disposed of at the end of the course
12. Ideally learners will work in the same pairings throughout the course in order to minimise the degree of close contact
13. Hands will be sanitised before and after CPR

POST COURSE

14. On courses of more than one day the customer must ensure that rooms are cleaned and all hard surfaces including, chairs, tables, door handles and light switches are sanitised, and bins emptied
15. The customer will inform Good Skills Training if attendees develop signs and symptoms up to 14 days after the course
16. Good Skills Training will inform the customer if the trainer develops signs and symptoms up to 14 days after the course

