

Return to Work Guide

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Introduction

What Is the purpose of this guide?

The purpose of this guide is to promote the health, safety and welfare of ProVQ staff, and to provide you with information, advice and guidance regarding the changes that have been introduced during the COVID-19 pandemic.

On 11th March 2020 the World Health Organisation declared the outbreak of COVID-19 a Global Pandemic. As a company, ProVQ continued to closely monitor the situation, and on Thursday 19th March 2020, made the decision to suspend all face to face training and learning advisor visits, and to temporarily close it's training facilities and request staff work from home.

This decision was made not only to protect the health, safety and welfare of ProVQ's staff, but also that of our apprentices and partner employers' staff.

Although this was an easy decision to make, to protect our staff. It had significant implications for the business and the way people work. Over the following weeks, we were able to adapt the way we work and keep the business running. This included all staff working from home, the development, introduction and delivery of instructor led remote distance learning sessions and remote progress reviews being conducted.

With the current easing of movement restrictions, we would now like to commence the staged reopening of our training centres in Atcham and Radcliffe. Initially this would be for limited staff numbers, following strict social distancing guidelines.

For clarification, returning to the training centres is completely optional at this point. If for any reason you are either unable or unwilling to return to any of the centres at this time, please discuss your concerns with either your line manager, Carla Warren, or myself. The option of working from home is currently still available for all staff who are able to do so.

As the situation is continuously evolving, our guidance and decisions may change. We will endeavour to follow current Government guidelines wherever possible.

Please ensure you have read and understood these guidance notes, the completed risk assessment and understand the new arrangements that have been put in place at the centres. These have been developed to protect both you and your colleagues.

General Information

Anyone feeling ill in any way should not come into the training centres. Anyone who has had recent contact with anyone confirmed as having COVID-19 or suspected of contracting COVID-19 should not attend any of the training centres.

During the current situation heating / air conditioning should not be used in the centres. For ventilation windows should be opened where appropriate

Traveling to a ProVQ site

Current Government guidelines recommends that public transport should be avoided. ProVQ support this approach, and any staff wishing to attend one of the training sites should not use public transport to get to site. Wherever possible it is recommended staff travel to site using their own transport. Shared transport should only be used where social distancing requirements can be met. If you are unable to travel to a ProVQ site safely, then you should continue to work from home.

Arrival on site

On arrival at site, the first requirement is to sanitise your hands with the 70% alcohol hand sanitiser available on reception. Following that, each staff member must sign in. Pens will not be available on reception, each staff member should have their own pen to help reduce the potential risk of cross contamination.

Social Distancing

Social distancing must be practiced throughout the site, both indoors and out, including the allocated smoking areas and rest rooms. Anyone failing to follow social distancing guidelines will be asked to leave the site immediately. Although the Government has now reduced the social distancing to 1 metre plus, as a company, we will still require social distancing of 2m to be in force.



Social distancing signage has been put up throughout the buildings, including in every classroom, reminding everyone of the need to remain at least 2 metres apart. On the left is a copy of the Social distancing signs.



On the door to each room, a sign has been placed to inform you of the maximum number of people permitted in that room. Please observe these signs and ensure you not only check the sign, but you also check the number of people in the room before entering.

Throughout the building it has been necessary to implement a series of one way systems, priority rights of way, give way and no entry points to allow for the smooth flow of pedestrian traffic through the centres whilst still being able to maintain the required social distancing requirements. All the movement restrictions have been identified and labelled on the centre floor plans for each unit. Below are examples of the signage you will see throughout the centres.



Please make sure you have reviewed the appropriate floor plans and are familiar with the arrangements prior to returning to either of the centres.



Good Hand Hygiene

Every member of staff has a responsibility to themselves and their colleagues to practice good hand hygiene. This includes washing hands regularly with soap and water for at least 20 seconds, and the use of an appropriate hand sanitiser. To ensure you are able to do this, the company has ensured there is a hand sanitiser with 70% alcohol available in every room. This includes receptions, offices, classrooms, rest rooms, and washrooms.

On entering a room, the first thing you should do is sanitise your hands. The last thing you should do prior to leaving a room is also sanitise your hands. Safety Data Sheets for the hand sanitiser supplied at the training centres are available through the link to the ProVQ website at the bottom of this document. Please make sure you check the Safety Data Sheets for any potential precautions or allergy information.

Cleaning

Arrangement have been made to have the centres fully deep cleaned before staff return to them. Each room has been supplied with a spray bottle containing sanitising disinfectant. The staff member working from each room is responsible for cleaning and sanitising any surfaces they have touched prior to leaving the room. This includes, but is not limited to desks, chairs, white boards, door handles, light switches and training resources. The disinfectant sanitiser supplied is industrial strength and should be diluted 1:50 with water, as per the user instructions. Please make sure you have reviewed the safety data sheet and the user instructions prior to use.

Additional sanitisation of the facilities is also being carried out via the subcontracted cleaning companies.

Staff rest area

Staff rest area will be available to use, providing the social distancing rules are adhered to, and the maximum number of people in the room is not exceeded. During this period use of the microwave, toaster, sandwich toaster and grill is prohibited. You may continue to use the urn/water boiler to make drinks. The dishwasher will also be out of commission, requiring you to wash up your own cups, plates and cutlery. It is recommended you bring a packed lunch with you and any cups plates or cutlery from home required for your lunch. This is to significantly reduce touch points and cross contamination.

Anyone using the urn/water boiler taps or fridge will be required to wipe the contact points down after use to ensure they have been sanitised for the next person.

Suspected COVID-19 response kit

Each training centre has a suspected COVID-19 response kit available from its reception. Each kit contains a face shield, face masks, gloves and disposable aprons. These kits have been put together to protect anyone who has to deal with a suspected COVID-19 case at the training centres. Included in the box is the guidance notes of how to deal with a suspected case, who needs to be contacted, what precautions need to be taken, as well as guidance on the disposal of potentially contaminated waste.

Field Team Guidance

Firstly, I would like to make it clear that face to face site visits to review learner progress are not being made mandatory. As we have the ability to complete these reviews remotely you should continue to do so unless you have a specific reason to conduct a visit in person. A small pack of PPE supplies have been put together for each member of the field team. These kits include a small supply of gloves, face masks, a first aid kit and a personal bottle of hand sanitiser. Gloves and masks are provided purely to protect you if you find yourself in a situation that prevents you from complying with 2m social distancing. They are not supplied to enable you to book visits knowing you are unable to remain compliant without them.

If you wish to carry out a site visit, it is your responsibility to contact the site, confirm the suitability of an in person visit, establish what precautions have been put in place and ensure you understand what is required of you whilst on site. It is recommended you regularly sanitise your hands particularly when leaving site and getting back into your vehicle. If you do feel an in-person visit is appropriate you must contact your line manager and gain authorisation prior to attending.

Safety Data Sheets for the portable Hand Sanitiser are available by following the link below to our website.

Overview

We will continue to support the working from home approach whilst we ensure the procedures put in place at the training centres work effectively. We will continue to review our risk assessment and precautionary measures, and keep staff updated of any alterations. If anyone has any questions, please direct them to your line manager or directly to myself.

All information referred to in this document can be found on the ProVQ website by clicking on the following link:

<https://www.provq.com/staff-information/>

Kind regards
Stuart