

## Covid-19 Frequently Asked Questions

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Welcome to Hull Training and Adult Education! We are delighted that you will be learning with us and we hope that you will find your programme enjoyable and rewarding.

We take safety extremely seriously and have been working hard during the pandemic to ensure that all our centres are safe for learners and staff. We think that it is important that you know what safety measures we have put in place and how you can access help and advice.

Below are some **Frequently Asked Questions** which we hope will answer your questions. If we have missed anything, please contact us at [learneradvice@hullcc.gov.uk](mailto:learneradvice@hullcc.gov.uk) or call 01482 615 349.

### Is it safe to come back in September?

The UK government has announced that from September, secondary schools and colleges should reopen to learners. The guidance states that the balance of risk is now overwhelmingly in favour of young people, and adults being able to take part in a full education, including attending on site, with appropriate controls in place to manage the transmission risk.

We appreciate that you may be anxious about attending one of our centres. We want to reassure you that your safety remains our priority. We have planned and implemented a whole range of safety measures to minimise the risk to staff and learners.

These include:-

- Ensuring everyone on our sites regularly washes or sanitises their hands. We have installed numerous hand sanitiser stations to support this.
- Regular cleaning of any surfaces that are frequently touched throughout the day. There are also cleaning wipes readily available across our centres for your use.
- Staggering start, break and leaving times to reduce the risk of traffic in our corridors and communal areas.
- Reducing the number of learners in our centres each day by retaining an element of remote learning.
- Installing protective screens for our public facing staff

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- Reinforcing the guidance that anyone who has or is living with someone with symptoms of Covid **must not** attend the centre.

It is normal to feel worried or anxious about Covid and we can help you in accessing support. Please speak to your tutor or any member of staff for more information.

Alternatively, email us at [learneradvice@hullcc.gov.uk](mailto:learneradvice@hullcc.gov.uk)

### **How do I know that the centre is safe?**

The Government have provided us with guidance on how to keep everyone safe. We have followed their advice and completed a risk assessment of our activity. As a department of Hull City Council, we shared this with our Corporate Directors and consulted with unions. As a result all our sites now have in place a '**Staying Covid-19 Secure in 2020**' certificate. The certificate shows that we have completed and considered the necessary steps in keeping everyone safe, including:

- Social distancing
- Cleaning
- Personal protective equipment (PPE) and face coverings
- Workforce management
- Managing customers and visitors
- Risk assessments and Safe Systems of Work

### **I have been shielding/I have been living with someone who has been shielding. Can I attend Hull Training and Adult Education?**

From the 1 August the Government is advising that people who are clinically extremely vulnerable no longer need to shield. This is because the rates of transmission of Covid-19 in the community have fallen significantly. On this basis, you are able to attend as usual. We will continue to monitor the position and issue new guidance if there is any change to the advice.

### **What procedures must I follow when I attend Hull Training and Adult Education?**

We have prepared a handout for all the procedures you must follow. Your tutor will give this to you at induction and will answer any questions which you might have.

### **Do I have to wear a mask and gloves?**

We are recommending that all our staff, learners and visitors wear face coverings when in communal parts of the building. These can be removed once you are in the classroom/office.

You should ensure that you regularly wash your hands (for at least 20 seconds) and use the hand sanitiser stations that we have installed throughout our buildings.

We have purchased face coverings for all our learners and staff. You will receive yours on your first day.

### **What do I do if I develop Covid-19 symptoms?**

If you or anyone you live with develops symptoms of Covid-19, you **must not** attend the centre. Should you develop symptoms whilst with us, you will be sent home immediately and told to self-isolate. You will then need to book a test to confirm whether you have the virus. The symptoms and details of how to book a test can be found on the NHS website. <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/>

You should inform us of the results of your test immediately, via the normal learner absence process.

If you test negative you can return to the centre once your symptoms have gone. If you test positive, you must follow the guidance for households with confirmed cases and continue to self-isolate for at least ten days from the start of your symptoms.

### **If the UK experiences a second wave, what will happen?**

Should there be a second wave of a local lockdown, we will closely follow the Governments advice at that time to ensure our staff and learners' safety. We are well prepared to increase remote delivery, or if required, to prevent any disruption to your education.

### **What happens if Government guidance changes?**

We are continually monitoring above from the Government and other organisations and if things change we will adapt our current working practices. You will be informed of any changes that we make.

## **How are you checking that the centre remains safe?**

Each week our Health and Safety Manager conducts a safety audit. The aim of the audit is to ensure that we are following our safe systems of work and to address any issues that might arise.

We will continue to monitor government guidance and will update you if anything changes.

It is important to us that you receive the best experience whilst with us and we will be continually working hard to keep you and our other learners safe. If you have any concerns or questions, please do not hesitate to speak to your tutor or email us at [learneradvice@hullcc.gov.uk](mailto:learneradvice@hullcc.gov.uk)