



Complete Communication – Supporting Safe Learning 2020-2021

We are very pleased to share further details of our re-opening plans for attended learning in September 2020. We look forward to welcoming back our current students and welcoming in our new students.

The team has put in place arrangements for the 2020-21 academic year to help keep everyone as safe as possible in relation to COVID-19. It is not possible to create a completely safe and sterile environment in a teaching setting, and risks therefore cannot be entirely eliminated. The measures that have been put in place are therefore aimed at minimising the risk as far as possible, and to be successful this requires the cooperation and support of every student and staff member. This document outlines those measures and the associated actions - please read them carefully.



Contents

1. Ground Rules	p. 3	
2. Basic Hygiene	p. 4	
3. Travel to Teaching setting		p. 4
4. Personal Belongings	p. 4	
5. Arriving	p. 5	
6. Family Group Areas	p. 5	
7. Learning	p. 7	
8. Eating and Drinking	p. 8	
9. Toilets	p. 8	
10. Leaving	p. 9	
Final Words	p. 9	
Useful Contact Details	p. 10	

1. Ground Rules



- a. Out of respect for your fellow students and staff, and their families, please take your own temperature in the morning prior to travelling into teaching setting.
- b. You must **not** come into the teaching setting if you:
 - are experiencing any coronavirus symptoms
 - are self-isolating as a result of coronavirus symptoms or sharing a household or support bubble with somebody with symptoms
 - are clinically extremely vulnerable and need to shield yourself
 - have been advised by the NHS test and trace service that you should self-isolate
- c. Immediately as you arrive at the teaching setting, and frequently throughout the day, it is essential to wash your hands and use the hand sanitisers provided.
- d. You must maintain a minimum of 2-metre social distancing at all times
- e. You must stay strictly within your allocated group (see section 6) at all times, and **not move into any other area of the teaching setting for any reason whatsoever**. The only exception is to allow safe evacuation in case of fire.
- f. You must adhere to all cleaning and hygiene requirements which are listed on posters in all areas of the teaching setting
- g. Please respect the needs and wishes of others around you to stay safe, even if you believe their requests are over-cautious or cause inconvenience. Safety will take priority over convenience at this stage of the process.
- h. You must adhere to the times set by your course tutor. It will reduce the number of people using the hallways, entrances and exits at any one time. (Exceptions may apply – see below)
- i. You may not wait or congregate in corridors, halls or kitchens at any time
- j. If passing through a narrow corridor, where social distancing is not possible, please check ahead to make sure it is empty before proceeding and be prepared to return to where you started in order to let someone pass safely
- k. For now, friends and family may not enter the building or wait in the entrance hallways or porches to drop you off or collect you at the end of the day. Supporters of students with disabilities *may* enter the building to assist with access and participation as required, providing they have signed our visitor's contract in advance regarding hygiene and safety expectations – please contact our BSL team for details: training@completecommunicationltd.com
- l. If you plan to travel abroad, you *must* follow the government instructions relating to quarantine upon your return.
 - <https://www.gov.uk/guidance/coronavirus-covid-19-safer-air-travel-guidance-for-passengers>
 - <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>



2. Basic Hygiene

- a. Whilst in the teaching setting, you must clean your hands frequently, using a hand sanitiser containing at least 60% alcohol (provided), or better still, wash your hands with soap and water for at least 20 seconds. Both hot and cold water are equally effective at cleaning. A reminder on effective hand washing can be found here: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- b. Avoid touching your eyes, nose or mouth.
- c. A disposable tissue should be used when coughing and or sneezing then put into bag and binned or pocketed until that procedure can be followed.
- d. Any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag before disposal. Plastic bags will be provided.

3. Travel to Teaching setting

- a. You should not travel at all if you:
 - are experiencing any coronavirus symptoms
 - are self-isolating as a result of coronavirus symptoms or sharing a household or support bubble with somebody with symptoms
 - are clinically extremely vulnerable and cannot shield during your journey
 - have been advised by the NHS test and trace service that you should self-isolate
- b. Please consider how you travel to teaching setting and assess what contamination risks might be associated with your journey that you can avoid. For example, avoid public transport if at all possible; pay online for car parks rather than use ticket machines; avoid crowded areas where possible; carry hand gels and/or wipes with you, and use a mask in public places.
- c. We do not recommend car sharing, particularly with people outside of your 'family group'. However, if there is no alternative, please let the tutor know (for NHS Test and Trace purposes if required) and take all precautions as described on the government guidance here: <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

4. Personal Belongings



- a. Think about contamination risks on personal belongings you might bring to teaching setting. Phones and laptops/tablets are a particular source of contamination - please clean these items when you arrive, and regularly through the day.
- b. Do not share personal belongings.
- c. Store personal belongings under your own chair or in an area of your classroom where they won't need to be touched or moved by others.

5. Arriving

- a. When you arrive at teaching setting you must immediately wash and/or sanitise your hands following government guidelines. Hand sanitiser dispensers are available by each external door and hand gel is available in each group in the teaching setting.
- b. Gloves, paper towels and detergent are also available for you to clean your belongings and your work/eating areas throughout the day. Please be vigilant in cleaning your own areas throughout the day.
- c. You may be asked to test your temperature.
- d. The recommendations for the wearing of face coverings is under review due to recent changes to government guidance, and will be announced prior to the start of term. It is likely that we will require you to wear a face mask or visor for some or all of your attended sessions. Avoid hugging or shaking hands in greeting
- e. During the day we ask that you frequently clean surfaces and equipment **you** have used, using the cleaning equipment available. Think about arms of chairs, table-tops, etc. Please be respectful of other people's safety and keep on top of your own hygiene and cleaning – if we are all vigilant, and all carry out basic cleaning as we go, we will significantly reduce the potential for contamination.
- f. The teaching setting will be professionally cleaned after every teaching session.

6. Family Group Areas

We have introduced 'Family Group Areas' – each group will be allocated a specific area that will be exclusively theirs for every attended day. Each area comprises at least one kitchen, toilet/s, and classrooms, as well as an allocated staff room and a named isolation room should it be required. Use of Family Group Areas cuts down on the risk caused by multiple contamination sources using the same environment all day, facilitates effective NHS Test and Trace processes if required, and controls the potential spread of COVID-19 by restricting any infection to a small group rather than a whole teaching setting.



- a. You must stay within your own 'Family Area', and you may not move into any other area of the teaching setting for any reason whatsoever, other than fire evacuation.
- b. Admin staff can be accessed by email or phone only until further notice. It is possible to book appointments to meet if necessary, but 'drop-in' will not be available.
- c. Each area has an identified 'isolation room' which is to be vacated if needed for a person who starts to feel unwell with COVID-19 symptoms during the day. The tutor and/or an administrative staff member should be notified immediately should this occur, as there is a procedure on the management of this situation.
- d. Please note that the stated timetables may be *slightly* varied at the request of the group, *if* all tutors present in the teaching setting on a given day agree between them that the groups will arrive and leave at different times.

Group	Facilities	Staff	Timetable	Further Info
Downstairs in Morwenstow: Red Family Group Area	Downstairs toilets Downstairs kitchen Eat in classroom, or outside	Downstairs toilets Downstairs kitchen Eat in classroom, or outside	Arrive 5 minutes before your course start time Any changes to be negotiated with tutors to avoid groups arriving/leaving at the same time.	Breaks as required, to be taken in own family area or outside Arrive by Front door Leave by front door, one at a time. Isolation Room, if required: downstairs single room

7. Learning



- a. Tutors and a specified number of students will attend each day on a rota, while at the same time. As the COVID-19 risk continues to reduce, the number of students permitted to attend will steadily increase until we have full groups in attendance on every scheduled date. However, even at that time it is likely that some students/staff may need to self-isolate occasionally, or local outbreaks may occur, and therefore the hybrid teaching system will be considered.
- b. While online classrooms provide an extremely effective and beneficial teaching method during this COVID-19 situation, engaging with each other via computer/laptop screens for long periods can also sometimes feel intensive, and we are all aware of the need to take regular screen breaks. Tutors may vary the structure of the teaching day during this period to provide extra breaks as and when needed, and vary the learning methods so that screens can be switched off for parts of the day. You should also monitor your own wellbeing and please do exercise the choice to take further breaks if you need it. Please discuss different options with your tutor and group to help everyone relax and keep well.
- c. Shared equipment has been removed, and creative materials will not be available until further notice.
- d. It is equally important that those attending placement are safe – there is a COVID-19 risk assessment available from the BSL team.
- e. Where assessments are not possible via the published method due to COVID-19 restrictions (e.g. attended presentations), your Course Leader will advise regarding a suitable alternative should it be required (e.g. online presentations). The teaching setting is fully supported by its associated professional bodies to appropriately vary teaching and assessment methods where we deem it necessary to support safety and wellbeing.
- f. We expect to deliver the planned curriculum content listed on the website for each course. There may be occasional and limited exceptions, such as new instructions or updates issued by accrediting bodies during term time, or selection of different but equally effective methods where the original method might pose a COVID-19 safety risk, or not be as suitable for participation in an online environment.
- g. As always, the teaching setting reserves the right to vary the order of delivery, and the teaching, learning and assessment methods, if deemed necessary.

8. Eating and Drinking

- a. Students and staff must exclusively use the kitchen allocated to their Family Group.
- b. One person at a time will be able to access the kitchen.
- c. You must wash and sanitise your hands before entering and also on leaving the kitchen.



- d. You will need to bring your own cups/ flasks and cutlery and take them home in a plastic bag to be washed after use. Initially there will be no tea towels or dishcloths to use, and no cups/ glasses, cutlery or plates.
- e. By bringing reusable kitchenware from home, we can all help to prevent the environmental impact caused by extensive use of one-use disposable items.
- f. You will need to bring your own drinks as tea and coffee facilities will not be provided until further notice. You will have access to fridges, microwaves and hot water boilers only and these shared facilities are used at your own risk. Ovens and water coolers will not be available to use. Any surfaces and handles touched must be wiped with detergent and paper towels after use. (Detergent, paper towels, gloves and hand sanitiser will be provided.)
- g. You are encouraged as much as possible to prepare food and drink at home and bring them with you, so that you can take rest breaks at mealtimes and avoid the need to visit shops and take-away outlets, which increase the risk of bringing contamination back into the teaching setting and into your group. However, we do completely understand this may not be possible for everyone - if you feel you have no choice but to go out to buy food, or visit shops, please ensure you avoid risk as much as possible and wash your hands immediately on re-entering the building.

9. Toilets

- a. You must only use the toilet facilities allocated to your Family Group.
- b. Wash and sanitise your hands before entering and also on leaving the toilet facilities.
- c. Close the toilet seat prior to flushing.
- d. Any surfaces touched must be wiped with detergent and paper towels after use, e.g. seat, flush, taps, water heater tap. (Detergent, paper towels and gloves and hand sanitiser will be provided.)
- e. Ensure your used paper towel has safely landed in the bin provided and not on the floor, where it will put someone else at risk if they have to tidy up after you.

10. Leaving the Building

- a. Please leave promptly at the time stated for your area, to avoid unnecessary risk caused by congestion in the hallways and corridors. Please enter and leave by the doorways stated for your area (see table above).
- b. Remember the safety of those you meet on your journey home, and also those living at home – wash your hands before you leave the building.

Final Words...



While COVID-19 symptoms are mild for many people, we are all fully aware that they can also result in life-changing illness and death for others. The above measures are in place to protect people's lives and wellbeing. If the above measures stop the spread to just one person and their family, they will have been more than worthwhile. The COVID-19 outlook is definitely improving in the UK, and as it continues to do so we will increasingly re-instate our usual practices and facilities. We will issue you with such welcome updates as they occur. In the meantime, our teachers have become experienced at delivering teaching via our live online classrooms, and we have received a great deal of very positive feedback from both students and staff about this method of learning. We are very confident that our courses will continue to be delivered successfully and to our usual high standards.

If you observe that any of the COVID-19 safety measures are not being adhered to, or you identify any other unforeseen COVID-19 risk, please report it by email to training@completecommunicationltd.com so that we can act appropriately.

By working well together, we can make the teaching setting a safer place to learn and work throughout the UK COVID-19 recovery – thank you in advance for all your support, and we wish you a happy, healthy and successful year of study ahead.

Useful Contact Details

Phone: 01752242156 or 07714013500

General emails: Training@completecommunicationltd.com

Directors: Directors@completecommunicationltd.com