



THE CPD STANDARDS OFFICE
INDEPENDENTLY ACCREDITED CPD

mobile team challenge



Getting F2F Ready

Resuming In Person Training Courses, Workshops, Events and Conferences
Guidelines for Training, Coaching and Learning Providers

August 2020

The CPD Standards Office

Part of the Professional Development Consortium

CPDSO have created these guidelines in line with the current government guidelines, as at 18.08.2020. We advise that they are treated with caution and remind you that you should only run in-person meetings/training session in line with any amended Government regulations and local counsels rules.



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EXECUTIVE SUMMARY



Get F2F Ready and Get Back in Business!



Since the pandemic began, the CPD Standards Office (CPDSO) has given a helping hand and unwavering support to our accredited global training and coaching community. Since lockdown began, we have been working exclusively with Barry Bailey CEO of Mobile Team Challenge Ltd and together, we have had a dedicated, 100% focus on saving F2F training. We are delighted to present our 'Get Face to Face (F2F) Ready' guidelines to enable the doors to open for face-to-face training and in person coaching. This document is Health & Safety approved and completely free of charge to our accredited membership

In common with other industries, COVID-19 has had a devastating impact on the training, coaching, and education industries.

From the moment national lockdown was announced on March 23rd, 2020; we watched on as training classes, conferences, and 1-2-1 coaching sessions toppled over like dominoes. Causing unprecedented financial, emotional and operation stress, and placing many businesses and livelihoods at serious risk.

There has been little Government guidance for safely re-opening training and coaching events, and much confusion around the legalities and health and safety considerations for hosting in person events.

In response to popular demand, and pleas for help, from our accredited membership; the CPD Standards Office (working with Mobile Team Challenge) has pioneered "Get F2F Ready" as a national initiative, developing these guidelines to deliver safe, secure and socially distanced events.

But we haven't done this alone, and without collaboration: Across June and July 2020, we have surveyed and spoken to over 150 training and coaching organisations.

As a result, we have "Big Data" that truly understands your voice, and specific concerns, around resuming F2F training events. We fully appreciate the fears of putting yourself, your training instructors, and your delegates, at risk of contagion.

Consequently, these guidelines have been carefully constructed, and will lead you, step by step, to creating safe, secure, and socially distanced environments.

There is no doubt that we still face uncertainty, with regular local spikes in COVID infection rates. Hence these guidelines will be carefully monitored and updated accordingly. But it is now time to celebrate the opening of in person training:

**Background and Context for our "Get F2F Ready" Initiative & Guidelines
"We will meet again"**

Her Majesty the Queen, when addressing the nation in May quoted the late great Dame Vera Lynn.

Referencing the anthem during World War II, providing hope for British Troops.

The Queen may not have had face-to-face learning in mind, but her positive optimism for our industry was abundant.

It is interesting to see that this pandemic has reaffirmed the innate need for human socialisation. Our species, homo-sapiens, is a social, tribal based, society.

We are not biologically wired to exist as hermits. Humans fundamentally need to live as families, and experience face to face interactions, and learning experiences to survive mentally and physically.

Education Will Save Us

More than ever before, the world needs up-to-date and educated professionals, ensuring there is an agile and innovative workforce to face the undoubted economic challenges ahead.

The CPD Standards Office has a unique vantage point across all sectors. It's been amazing to see trainers and coaching work together collaboratively, rather than (in pre-COVID times) a highly competitive market.

As we forge together into a new normal, there is now an economy full of renewed opportunities, never seen before in the training and coaching industries.

There has been a boom in 'lockdown learning', where thousands of people spent time learning new skills and education online, and now have a keen thirst for developing new skills, updating knowledge sets, ready to learn from others.

With a switch back to work office working, albeit on a reduced scale, many organisations are embracing the demand for ongoing employee training.

The CPD Standards Office is seeing employers avidly sourcing F2F learning to support their specific COVID-related challenges.

From a wider perspective, it is clear from Government initiatives such as the Kickstart Job Scheme, and National Learning Accounts in Wales, that education will save and support the coming global recession.

The New Normal For Trainers, Coaches and Educators

Historically, training and coaching are the first services to be cut in an economic downturn. However, this new normal is seeing organisations embracing education as a route out of the dark cloud that the pandemic has caused.

As you know, the CPD Standards Office is always to support and advise you on accredited educational portfolio.

Now, it's time to grasp this exclusive CPDSO member benefit with both hands!

GET YOURSELF F2F READY AND GET YOURSELF BACK IN BUSINESS.

➤ GET F2F READY

1.0 Introduction

This document contains advice and recommendations to help Training providers in England understand how to provide training safely and protect their customers during the COVID-19 pandemic.

You should always also consider whether there are local restrictions in place in your area. If you live or work in an area that is experiencing a local COVID-19 outbreak and where local restrictions have been imposed, different guidance and legislation will apply. Please consult the [local restrictions pages](#) to see if any restrictions are in place in your area.

1.1 COVID-19

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. The most important symptoms of coronavirus (COVID-19) are;

- recent onset of a new continuous cough,
- a high temperature, or
- a loss of, or change in, normal sense of taste or smell (anosmia).

In some people, the illness may progress to severe pneumonia causing shortness of breath and breathing difficulties.

1.2 How is COVID-19 Spread

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within 2 metres or less) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person.

Respiratory secretions (droplets) containing the virus are likely to be the most important means of transmission; these are produced when an infected person coughs or sneezes.

There are 2 common routes people could become infected:

1. Secretions can be directly transferred into the mouths or noses of people who are nearby (within 2 metres) or possibly could be inhaled into the lungs.
2. It is possible that someone may become infected by touching a person, a surface or object that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as shaking hands or touching door knobs then touching own face).



2.0 Hygiene Measures

The best way to protect yourself and others is through rigorous cleaning,

personal hygiene and regular hand hygiene. An increased frequency of cleaning and disinfection of all surfaces and equipment, using standard household cleaning and disinfection products, is recommended.

After contact with anyone, clean your hands thoroughly, for a minimum of 20 seconds, with soap and water or alcohol hand sanitiser at the earliest opportunity. This advice is applicable to all situations, regardless of whether there was close contact, or the minimum 2 metre social distancing was maintained.

Avoid touching your mouth, eyes, and nose.

Ensure there is easy access to hand washing facilities and hand sanitizer through the duration of every training session.

2.1 Face Coverings

In the context of the coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth. Face coverings are not classified as PPE (personal protective equipment) which is used in a limited number of settings to protect wearers against hazards and risks, such as surgical masks or respirators used in medical and industrial settings.

Face coverings are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19).

Different regulations exist for wearing face coverings in different parts of the UK:

- [Northern Ireland](#)
- [Scotland](#)
- [Wales](#)



You are also strongly encouraged to wear a face covering in all enclosed public spaces where social distancing may be difficult and where you come into contact with people you do not normally meet.

Ensure your face covering fits snugly over the bridge of the nose and under the chin, around or across any facial hair if present.

When wearing a face covering you should:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on
- avoid wearing on your neck or forehead
- avoid touching the part of the face covering in contact with your mouth and nose, as it could be contaminated with the virus
- change the face covering if it becomes damp or if you've touched it
- avoid taking it off and putting it back on a lot in quick succession

When removing a face covering:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before removing
- Only handle the straps, ties, or clips
- Do not give it to someone else to use
- If single use, dispose of it carefully in a residual waste bin and do not recycle
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser once removed



Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions, and clear sound.

3.0 Venues

3.1 Travel

When selecting your venue ensure you have considered the transport routes available to and from the location. It is also important to consider the time of your course or event so travellers can avoid peak times on road and public transport.

Trainers and Delegates should not be travelling at all if they:

- 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

Ensure you have checked with delegates prior to attendance that they do not fit into one of these categories.

3.2 Venue Checklist

It is against the law for gatherings of more than 30 people to take place in private homes (including gardens and other outdoor spaces). Businesses and venues following [COVID-19 Secure guidelines](#) can host larger groups provided they comply with the law.

Each venue should have their own set of safety measures in place following the government guidelines, however it is important to carry out your own checks with any venue to ensure you are completely satisfied that they are providing a safe environment for yourself and your delegates, below are some areas to focus on when speaking to venues:

- Emergency procedures e.g. fire drills - floor signage, social distancing measures in fire assembly points etc.
- Clean down procedures, including frequency, of communal areas e.g. bathroom or break areas



- Clean down procedures of the room (must agree who is responsible for cleaning and setting up the room, a non-disclaimer agreement is recommended between venue and training organisation)
- Tour of training room (could be virtual) to ensure it is fit for purpose - if there is any doubt about the suitability of a room - it should not be used
- Signed off set up of room with venue
- List of equipment and furniture to be in room and used as checklist for cleaning
- Lunch options - pick pre-packed

When it comes to how many delegates can attend a training session, it is highly dependent on the size of the room. You should agree with your venue dimensions of the room to identify how many people can get into the room based on the 2metre social distancing rule which requires a 'space' of 4 metres x 4 metres per person.

An example non-disclaimer agreement can be found in Appendix 2 It is important to understand that if you do not feel 100% confident with the procedures in place then you MUST not hold your F2F event.

3.1 Creating a COVID-Safe F2F Environment

Ensure working space allows all participants to safely stick to [social distancing guidance](#) and mitigate risks of transmission by following the advice below:

- Self-declaration form of absence of COVID-19 symptoms and agreeing to clear social distance rules on arrival (see Appendix 1 for example)
- Delegate sign-in contact details for NHS [Test and Trace](#) purposes should any delegates develop symptoms after
- All touchpoints and training materials to be sanitised prior to commencing
- Documents should be shared online and paper copies kept to a minimum
- Clear signage should be placed in entrance ways to remind people to wash their hands frequently throughout the day
- Face coverings to be worn in line with government recommendations
- Sanitising stations freely available in room
- Well ventilated room - open windows and fans/aircon units turned off to prevent air circulation of bacteria within the room
- Safe distance of 2m between desks and each delegate to have own working station



- Seats and tables arranged and positioned to minimise contamination from breathing
- Screens or barriers to separate desks/delegates (compulsory if 2m between desks cannot be maintained)
- Restrict movement around the room as a trainer
- One-way routes in and out of room
- Group delegates for 'shifts' to access communal facilities - avoid too many people in one space.
- Lunch (if provided) in individual pre-packed forms
- Select a venue with access to an open outdoor space for breaks
- Sanitise room at the end of training course
- frequency, of communal areas e.g. bathroom or break areas
- Clean down procedures of the room (must agree who is responsible for cleaning and setting up the room, a non-disclaimer agreement is recommended between venue and training organisation)
- Lunch options - pick pre-packed
- Tour of training room (could be virtual) to ensure it is fit for purpose - if there is any doubt about the suitability of a room - it should not be used
- Signed off set up of room with venue List of equipment
- Delegates to receive an email immediately following training-course advising to report any COVID symptoms asap to trigger [Test and Trace](#)

To provide delegates with confidence and feeling of safety in their training environment it is important to share with them, prior to the course, the sanitisation methods completed, social distance measures in place and any mandatory symptom checks that will be in place upon arrival.





4.0 Test and Trace

The easing of social and economic lockdown measures following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by

keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your organisation, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.

4.1 Information to Collect

The following information should be collected, where possible:

- the name of the visitor. If there is more than one person in a group, then you can record the name of the 'lead member' of the group and the number of people in the group
- a contact phone number for each visitor, or for the lead member of a group of people
- date of visit, arrival time and, where possible, departure time if a visitor will interact with only one member of staff, the name of the assigned staff member should be recorded alongside the name of the visitor

To support NHS Test and Trace, you should hold records for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information should be securely disposed of or deleted. When deleting or disposing of data, you must do so in a way that does not risk unintended access (e.g. shredding paper documents and ensuring permanent deletion of electronic files).

4.2 General Data Protection Regulation (GDPR)

The data that you are collecting is personal data and must be handled in accordance with GDPR to protect the privacy of your staff, customers and visitors.

GDPR allows you to request contact information from your staff, customers and visitors and share it with NHS Test and Trace to help minimise the transmission of COVID-19 and support public health and safety. It is not necessary to seek consent from each person, but you should make clear why the information is being collected and what you intend to do with it.

Personal data that is collected for NHS Test and Trace, which you would not collect in your usual course of business, must be used only to share with NHS Test and Trace. It must not be used for other purposes, including marketing, profiling, analysis or other purposes unrelated to contact tracing, or you will be in breach of GDPR. You must not misuse the data in a way that is misleading or could cause an unjustified negative impact on people e.g. to discriminate against groups of individuals.

4.3 What to do if you or one of your delegates become unwell

If you or one of your delegates develop symptoms of COVID-19, however mild, you will need to stay at home for at least 10 days and kick start the NHS [Test and Trace](#) process. Refer to the advice on the [NHS website](#) and the [Stay at home guidance](#).

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APPENDIX 1

Example Self-Declaration

I _____ hereby certify that I am not aware of having been in contact with any confirmed covid-19 case in the last 14 days and that I have not had, in the last 48 hours, any of the following symptoms:

- Fever or chills
- Cough or worse than usual cough
- Unusual fatigue
- Unusual shortness of breath,
- Unusual muscle pain and / or aches
- Unexplained headaches
- Loss of taste or smell
- Unusual diarrhoea

I _____ hereby agree to comply with the social distancing guidelines set out below through the entirety of the session here:

- Stay at least 2m away from all delegates
- Follow signage of one-way systems
- Frequently wash my hands with soap and water for 20 seconds

Signature: Date:

APPENDIX 2

Example Venue Agreement

I INSERT VENUE NAME hereby agree to responsibility of the following activities:

INSERT LIST OF ACTIVITIES FOR VENUE - examples below

Signature:

Date:

I INSERT YOUR NAME hereby agree to responsibility of the following activities:

INSERT LIST OF ACTIVITIES FOR TRAINER - examples below

Signature:

Date:

- Disinfect room prior to training (tables, chairs, door handles)
- Disinfecting delegate materials prior to training
- Provide hand sanitising stations
- Display social distancing and safety guidelines visible to all delegates
- Clearly mark out one-way systems and 2m guides in areas of congestion or queueing
- Provision of PPE (Face masks, screens)
- Creating and maintaining test and trace register of delegates contact details
- Provide layout of how room will be set out on day of course including dimensions of room
- Disinfect room post training (tables, chairs, door handles)
- Reporting cases to test and trace in the event of a COVID-19 infection

CPDSO have created these guidelines in line with the current government guidelines, as at 18.08.2020. We advise that they are treated with caution and remind you that you should only run in-person meetings/training session in line with any amended Government regulations and local counsels' rules.

APPENDIX 3

Resources

Local restrictions pages <https://www.gov.uk/coronavirus>

Face covering restrictions in:

Northern Ireland <https://www.publichealth.hscni.net/covid-19-coronavirus/covid-19-informationpublic#face-coverings>

Scotland <http://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protectingothers/pages/face-coverings/>

Wales <https://gov.wales/face-coverings-frequently-asked-questions>

COVID-19 Secure guidelines <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Social distancing guidance <https://www.gov.uk/government/publications/staying-alert-and-safe-socialdistancing/staying-alert-and-safe-social-distancing>

Test and Trace <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/>

NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Stay at home guidance : <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-andtreatment/how-long-to-self-isolate/>

Mobile Team Challenge – Experiential Learning Procedures: <https://mtceurope.co.uk/wp-content/uploads/CREATING-A-COVID-SECURE-WORKSHOP-ENVIRONMENT.pdf>

Mobile Team Challenge - Covid-secure Face to Face Workshops: <https://mtceurope.co.uk/workshops/>

Mobile Team Challenge - Virtual Workshops: <https://mtceurope.co.uk/online-learning/>