

RTITB Instructor Academy – Lift Truck Courses

Covid-19 Secure

Safety Procedures

Our Commitment to You

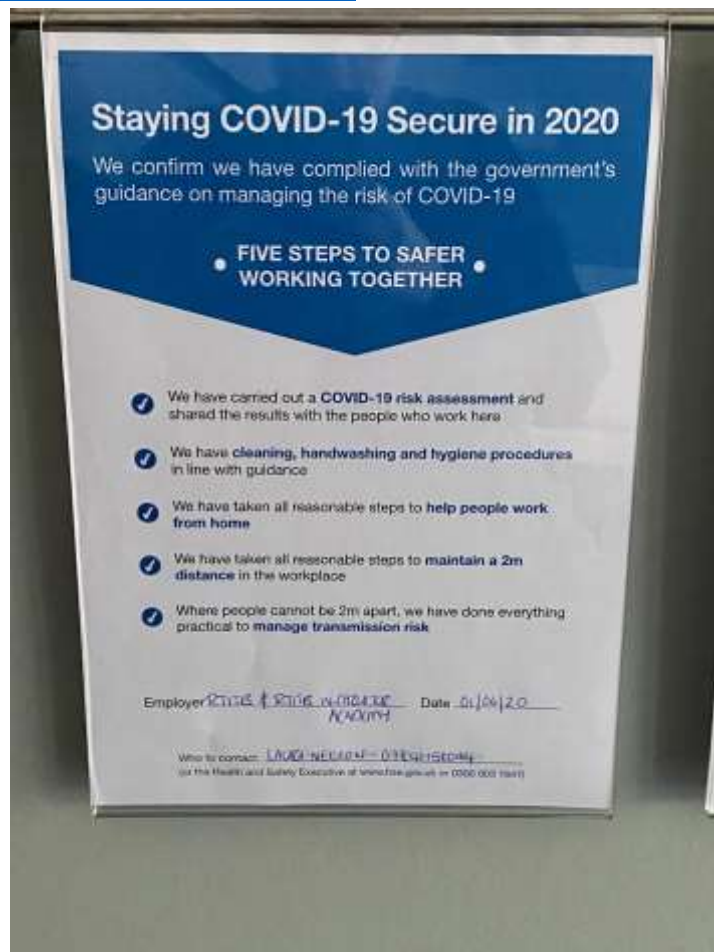
Thank you for choosing to attend a course at the RTITB Instructor Academy. These are extraordinary and difficult times, and we wanted to let you know that we appreciate your commitment to your career development path and our training standards. Your safety and well-being are our primary concern, so we wanted to share with you the steps that we have taken to make Access House COVID-secure so that we can help minimise the risk of infection in and around the premises.

In this short briefing, you will find instructions and guidance on the steps that we are taking to maintain awareness of and prevent the spread of Covid-19. Please take some time to read the following information. And please do not hesitate to contact us if you need any clarification on anything.

Thanks again for choosing to visit the RTITB Instructor Academy.

For more information:

- Working safely during coronavirus - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>



Cleaning and Routine Wipe Down

Along with regular handwashing, keeping surfaces clean is one of the most important things we can do to combat Covid-19. For this reason, all communal surfaces (doors, countertops, handrails etc.) and equipment around Access House will be regularly wiped down with a dedicated disinfectant throughout the day, including at the end of the working day. This will include the classroom where your theory lessons and work will take place, which will be wiped down at regular intervals throughout each day of your course.

For your part, please observe the usual guidance relating to regular handwashing, social distancing and covering of the face when sneezing or coughing.

Handwashing

This is one of the best defences against Covid-19. All visitors and staff must maintain a regular handwashing habit – plenty of soap and warm water for 20 seconds. Please ensure that hands are washed upon [arrival](#) at the building and then frequently throughout the day. It is also important to ensure that you clean your hands when you arrive home or back at your accommodation if you are staying away. You will be given your own bottle of hand sanitiser on the first day of your course.

Please ensure that handwashing/sanitisation takes place **immediately** after sneezing or coughing.

Social Distancing

You must maintain a good **2-metre** distance between yourself and others in the building. Markings have been laid down around the building to assist with this, and desks/furniture have been reconfigured to maintain social distancing. Please comply with these measures and **do not** re-arrange furniture. Social distancing measures that will be employed in the practical training area are discussed later in this document. Unfortunately, those who do not adhere to the 2-metre rule will be asked to leave the course.

Note: In the event of a fire or other mass evacuation, social distancing rules do not apply; safe exit of the building takes priority.

As much as possible, face-to-face contact should be avoided. Our classroom area has been configured in traditional classroom style to ensure that candidates sit side-by-side 2m apart, rather than face-to-face. Please do not rearrange tables and chairs as this configuration has been employed to maintain social distance and limit direct face-to-face contact. Please see section on practical training later in this document to see how social distancing and protection will be maintained in the practical training area.

Note: Handshaking will not be permitted.

Note: If at any point during your time at Access House you develop any of the symptoms of Covid-19 (dry, persistent cough, high temperature, loss of taste/smell), you will be asked to leave immediately and all

members of the course, plus the instructor, will be required to leave the course and follow current Public Health England guidelines.

General Rules

A few rules have been put in place to help minimise the risk of infection or transmission of the virus. These measures have been taken from official guidance documents and are based on our own risk assessment. They must be followed closely. Some rules will require a significant change in usual behaviours that are, in many respects, automatic, so it's important to remain vigilant and aware at all times.

Ventilation

It is important to maintain airflow in and around the building as this has been found to limit the spread and minimise the effects of the virus. Therefore, in areas where it is possible to ventilate with fresh air, roller shutter doors, windows and building doors will be kept open. For this reason, it is important that you bring warm clothes as the practical training area and classroom may be quite cold.

In line with COVID advice from the UK Government in December 2020 doors, windows and roller shutter doors will remain partially opened to assist in maintaining a suitable airflow. Alternative heating such as electric heaters in classrooms and gas heaters in the warehouse will be used to maintain temperature and comfort in the training areas.

Building Navigation

We have implemented strict rules governing movement around the building. This is to minimise team member contact with visitors and vice-versa. As a rule, staff movements will be restricted to the upstairs part of the building, while instructors and course delegates will be confined to specific downstairs areas.

All training activities will take place either in the Lift Truck Classroom and the Lift Truck Training Area. Your instructor will show you the route to take between Reception, the Lift Truck Training Area, and the Lift Truck Classroom:

1. Leave Reception via the double doors and turn right.
2. Follow the corridor to the next joining door and take the door on the left to enter the Lift Truck Training Area.
3. Walk forwards into the Lift Truck Training Area and then turn right to follow the pedestrian route.
4. The Lift Truck Classroom is immediately on your right.

Please ensure that you limit your movements to these areas as they will help minimise contact between yourself and RTITB staff. Signage will be available to help direct you.

Toilets

As part of our plan to minimise interaction with visitors, all staff will use the toilet facilities upstairs. Candidates and instructors will use the toilets found to the left as you come out of the double doors from Reception. These toilets will undergo regular cleaning throughout the day. Please do not use any other toilets in the building, including the toilets located in the Lift Truck Training Area.

Refreshments

Our usual upstairs atrium/waiting area will be **closed** until further notice. Refreshments and hot drink-making facilities will be served in Training Room 1. To reach Training Room 1 from the Lift Truck Classroom: turn right out of the door and head for the exit straight ahead, turn left and go straight ahead.

Outside common areas, such as the picnic tables found near the Reception area can be used, but please ensure that you maintain a 2-metre separation from others in the area and do not sit opposite each other on the benches.

The smoking area can also be found to the right as you come out of the main Reception door – as with the picnic table area, please maintain social distancing rules when using this area.



During Your Course

Arrival

Note: We will be limiting the number of candidates attending Access House at any time to a maximum of 12, this will allow us to maintain safeguarding and social distancing in the building as there is plenty of space (4000 sq/ft).

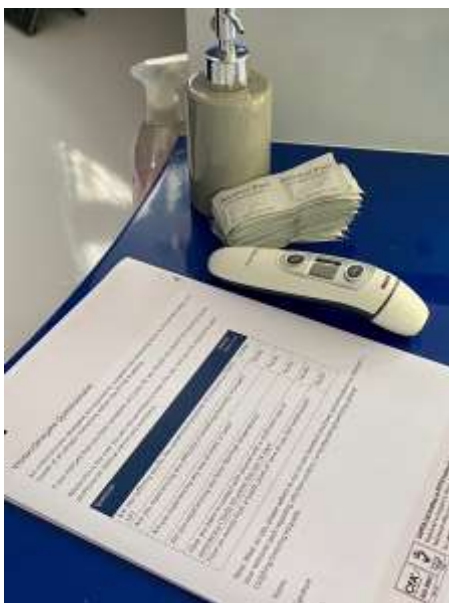
Please bear in mind government guidance on the use of public transport when travelling to and from Access House. You should use your own transportation to travel to the course and not public transport.

When you arrive, please enter through the main reception doors, situated on the far side of the building as you drive into the main car park.

Your instructor will meet you at Reception. Before leaving Reception, you will be required to:

1. Sanitise your hands using the hand gel provided
2. Sign in
3. Complete a short health questionnaire and have your temperature taken.

Your instructor will review your health questionnaire and your temperature will be taken. Based on the questionnaire, your temperature reading, and at the instructor's discretion, your instructor will admit you to the rest of the building. Your health questionnaire, including your temperature reading, will be kept in your Training Record. Please be accurate and honest when completing the questionnaire, and please inform your instructor if you feel unwell during your course or if you develop any of the following significant symptoms: high temperature, frequent dry coughing, loss of taste/smell.



Access to and from the building will be tightly controlled to limit the risk of bringing infection in. For this reason, we ask that (where possible) you bring lunch with you to avoid the need to leave the premises and return during the day. However, if you do find you need to leave the premises, please ensure that on your return you enter via Reception and use hand sanitiser immediately.

Note: The instructor will ask you to leave if they feel you present a risk to your course colleagues or RTITB staff.

Classroom

Your classroom activities will be conducted in the Lift Truck Classroom. The desks and chairs will be arranged to cater for social distancing. Please do not re-arrange the desks or chairs, and please pick a desk and continue to use the same desk for the duration of your course.

The door will be propped open to allow for air flow.

Please do not share learning or writing materials/equipment with your classmates.

Hand gel sanitiser will be available on your desk in the classroom.

Lift Truck Training Area

The Lift Truck Training area has been prepared for social distancing measures and general infection control.

Throughout your course, the main roller shutter doors will be open to allow fresh air into the area; please ensure you dress warmly as the area is likely to get cold. Please note that these openings will have barriers placed across them to prevent access – you are not permitted to access or exit the building through these doors, either on foot or on MHE.

Social distancing markers have been put down on the ground in the pedestrian area to help you maintain 2 metre separation.

During practical sessions, the following rules must be adhered to:

- The instructor will use their own lift truck when demonstrating practical lessons, a separate truck will be used by candidates.
- Only the instructor and the candidate with whom they are directly working will be in the operational area – candidates who are observing will remain behind the pedestrian barrier, maintaining 2 metre separation.
- During direct face-to-face instruction, both the instructor and the candidate will wear full face visors, which will be provided by the centre.

- Please retain your personal face visor for the duration of the course. This will be disposed of securely at the end of your course.
- Please do not share your face visor.
- Ensure your visor is kept clean.
- The lift trucks will be wiped down and sanitised before use. Additionally:
 - A disposable seat cover will be fitted to the candidate lift truck before each change of operator.
 - The candidate lift truck will be wiped down with disinfectant at the beginning and end of each candidate's operational period – to include all hold points and controls.
 - All cleaning materials and seat covers will be disposed of in a dedicated 'contaminated waste' bin for safe disposal later.



Examination Arrangements

Examinations will be conducted by the RTITB Examinations Team remotely.

The theory test can be conducted either orally via a video call or as an online 'written' test. You must discuss and agree your preferred method with your fellow course attendees so that the instructor can make necessary arrangements ahead of exam day.

The practical test will be watched by the examiner via a live video link.

Thank You

Thank you for taking the time to read this information and thank you for helping our training centre control the risk of infection spread. If you have any observations regarding safe working practices during this time, or if you have any concerns, please share them with the Academy team.