

# RETURN TO TOTAL PEOPLE SITES

Student Guide



September 2020



# Safely welcoming you back to Total People Training Centres

## Welcome

Welcome back to Total People. Over the summer we've been working hard to make it safe for you to start or continue your course. This has meant making some changes to our Total People Training Centres and putting in some extra safety measures.

We understand you may be feeling anxious but the new rules are there to keep everyone safe and make you and your tutor/learning coach/assessor feel as comfortable as possible.

We've put together some important information on what to expect, and what you need to know and do, to make sure everyone is kept safe.

Please take some time to read through this information carefully and remember, if you have any questions, please talk to a member of staff. We know this is a lot of information, but we'll all soon get used to this different way of working.

## Before you leave home

- Check your timetable or appointment time. We've worked really hard to make sure there is only ever a limited number of learners in the Training Centre so it's important you arrive on time
- Make sure you bring food and a drink in your own cup or bottle. It may not be easy to use the kitchen because of social distancing rules
- Make sure you bring a pen and notepad and anything else you need
- Remember your student ID badge
- Remember you need a face covering to travel on public transport and for public areas and corridors in the Training Centre. Please bring a plastic bag to store reusable face coverings. Disposable masks should be always be put in the bins marked PPE not in the recycle bin
- If you feel ill or have any Covid-19 symptoms (high temperature, new continuous cough, loss of or change in your usual taste/smell) you should not come in to the Training Centre.

## Travelling to your Total People Training Centre

- If possible, you should walk or ask a parent/carer to drop you off and pick you up
- Parents/carers who are with you will be able to drop you off but can't come into the Training Centre
- If you are using public transport try to maintain social distancing. Remember, you need to wear a face mask, or face covering such as a scarf when travelling. If you don't wear a face covering, you will not be allowed on the bus, train or tram.



## In the Training Centre

- You must always wear your student ID badge. You will get your ID badge on your first day
- There are lots of new signs and markings around the site to remind you about the new rules. If you don't understand any of them, please ask a member of staff
- There's a new one-way system clearly marked with arrows. Please follow the arrows and allow extra time as it might take longer to get to where you need to be
- We've clearly marked out 2 metre spaces so you can social distance. Try to avoid handshaking and hugging so everyone stays safe
- You won't be able to use the lift unless you have a disability. Please use the stairs
- There is a limit on the number of people allowed in the toilets. The number of people allowed is clearly marked on the toilet doors. If you need to wait, remember to leave a 2 metre space between you and other people
- Please only touch surfaces if you really need to. Remember to wash your hands thoroughly with warm water and soap at regular intervals through the day
- Please use tissues to 'catch it, bin it, kill it' when sneezing or coughing and try not to touch your face
- Please don't share items, such as pens and notebooks, with other learners
- You may notice cleaning staff in the building. This is to make sure the building is kept clean through the day

## Arriving at the Training Centre

- Only arrive at the time shown on your timetable or at your appointment time. Please go straight into the main entrance and do not wait outside or gather with other people at the entrance
- You will need to wear a face mask/covering in public areas and corridors in the Training Centre. If you want to throw away a disposable face mask/covering before coming into the Training Centre, you should put it in the PPE bin. If you want to keep your face mask/covering you should put it in a plastic bag which is separate to your equipment (pens, papers etc). We'll provide hand sanitiser to clean your hands after doing this
- Wearing a face mask/covering in classrooms is not necessary because we have put in place other measures to make sure you can keep 2 metres apart from anyone else
- You should use the hand sanitiser provided each time you come into the Training Centre
- When you come into the Training Centre, a staff member will meet you and help you find out where to go
- Not all classes will start and end at the same time. Your start and end time will be on your timetable. Breaks and lunches will also be at different times.



## Lessons or workshops

- Only go into rooms you are meant to be in. You will be shown to the right room by a member of staff
- Use the hand sanitiser when entering and leaving the classroom
- We'll provide tissues and hand sanitiser in each room. Used tissues should always be put in the bins provided
- You will be given a marked space that so you can follow social distancing guidance. You must stay in your marked space during lessons
- Please do not move chairs, tables or IT equipment. Leave them where you find them
- It will feel different in your lesson/session as staff will have to stay 2 metres away from you. If a teacher/assessor needs to look at your work or help you, they may ask you to step back so they can see your work
- To cut down on the number of people touching surfaces only a member of staff will be allowed to open/close windows. Generally windows and doors will be kept open, so you may need to bring warm clothes on colder days
- The cleaning staff have cleaned all classrooms. You can help to keep things clean and safe by wiping your desk and any IT equipment with the cleaning products provided when you come into the room and when you leave
- Remember to bring the things you need for your lessons – don't borrow or touch anything belonging to others
- If your lesson needs you to use equipment, we will provide this for your own use. This equipment will not be shared
- We will wipe any IT equipment with approved cleaning solutions after each session.

## Kitchens and toilets

- If there is a kitchen there will be a limit on the number of people who can be in there and you may have to queue. Please bring in your own cup, clean up after yourself and take everything home with you each day. It's better to come prepared with your own food and drink
- We have to limit the number of people allowed in toilet areas. Some cubicles have been closed where they are too close together. Do not enter the toilet area if you see someone else coming out. If a toilet area is busy, queue outside at a 2 metres distance.

## Wellbeing

- If you feel unwell during the day, you must tell a member of staff and they will help you. Anyone showing Coronavirus signs/symptoms will be sent home to self-isolate. We have a waiting room and a first aider to support you
- If you have any concerns or worries about anything, please speak to a member of staff
- Keep washing your hands thoroughly, and use the hand sanitiser, through the day. Follow the guidance on the posters in toilets and corridors
- We're here to help. Our team are experienced in supporting learners, so don't be afraid to ask us anything.

## We can't wait to see you

- We know this will be a very different experience than you are used to. Everyone at Total People is really excited to see you and can't wait to help you learn and achieve your full potential. We want you to feel welcome and relaxed, even if it may be a little strange for all of us at first
- If we all remember it's everyone's responsibility to follow the guidelines and be respectful then we'll be able to keep everyone safe and well.

## Contact Us

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