

# Guidance for employers, learning providers and in-house trainers on face-to-face training and assessment

Updated July 2020

With the government continuing to ease restrictions and people being encouraged to return to work, we have reviewed and updated our guidance on face-to-face training for the social care workforce. The priority must be the safety and protection of people who access care and support services and workers who are providing care and support.

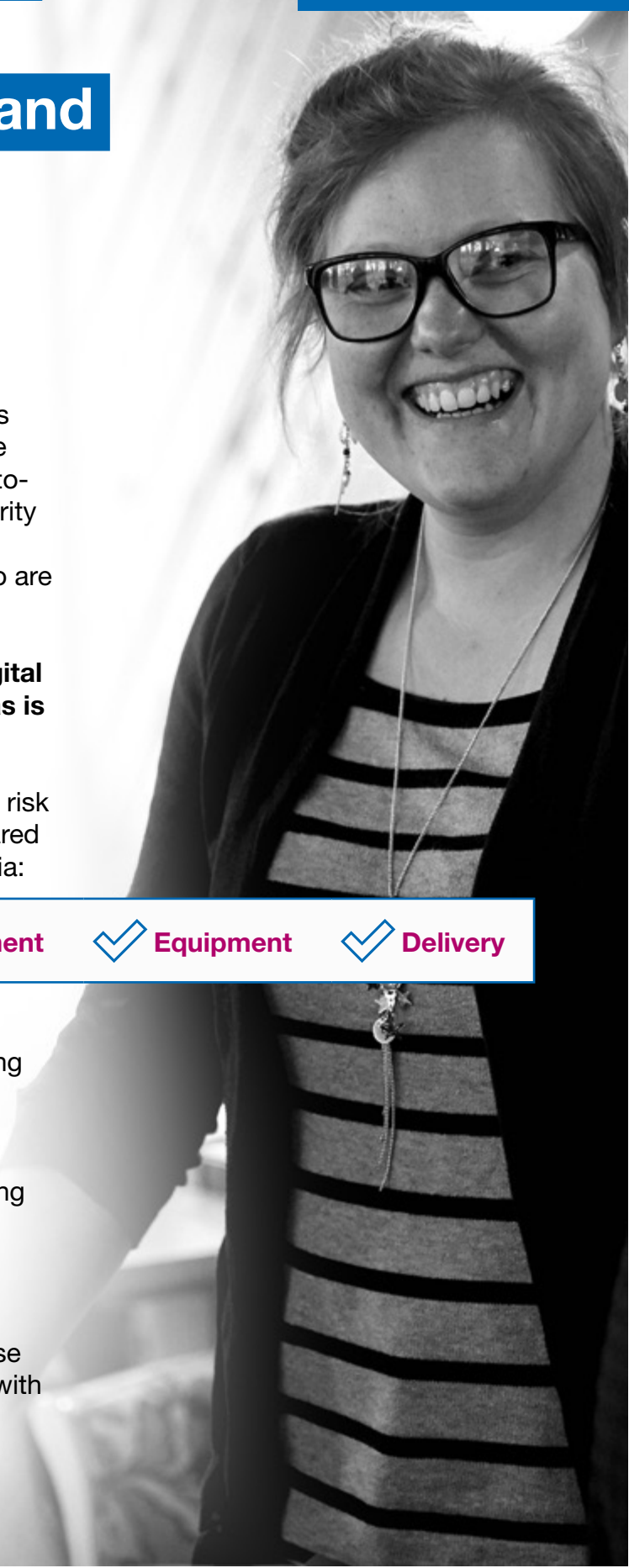
**During this period, we encourage you to use digital solutions to deliver and access training, as far as is practicable.**

If digital solutions are not practical then a thorough risk assessment must be carried out, recorded and shared (with those appropriate) against the following criteria:

✓ **Locality**    ✓ **People**    ✓ **Environment**    ✓ **Equipment**    ✓ **Delivery**

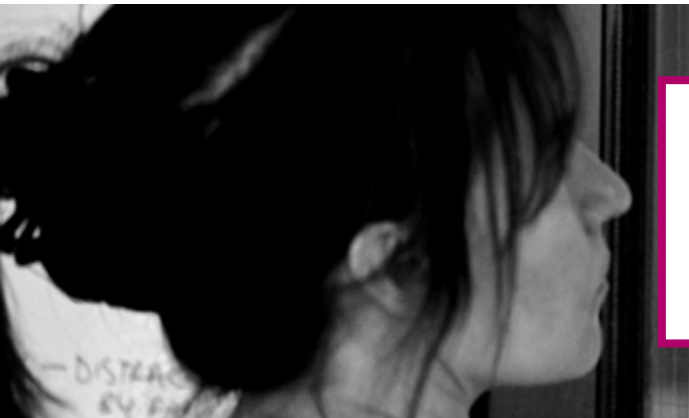
Please see our **guidance below** to assist you with the risk assessment process for face-to-face training where digital solutions are not suitable for the delivery of training and assessment. This guidance is primarily aimed at settings/services to assist the risk assessment process. If using an external training provider you will need to ensure they can meet the individual requirements of your risk assessment.

There are several **key questions** to examine when considering the need for face-to-face training. These include ways you can reduce the risks associated with this.



Before commissioning or delivering face-to-face training, consider the following:

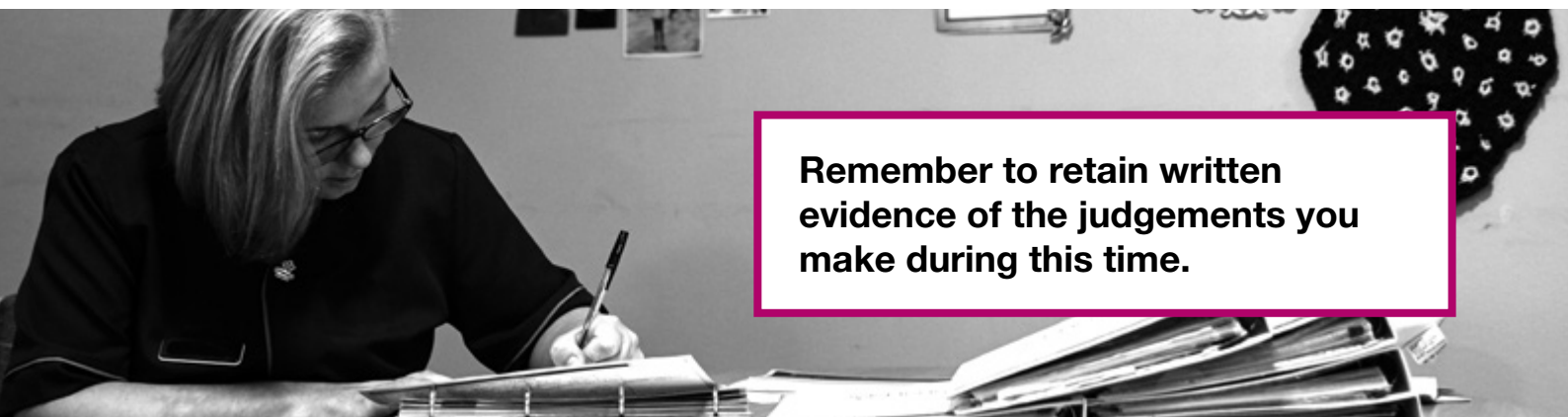
- Can the training be provided on-line either remotely using webinars or video conferencing, or via eLearning?
- Are there alternative methods to support the achievement of learning and development, such as changes to assessment methods or by utilising suitable colleagues who can provide the assessment?
- Can approaches such as workplace shadowing, supervision and competency checks be undertaken?
- Have extensions been permitted on the validation of formal certificates, such as First Aid at Work, meaning that the training can be delayed?



**As a social care setting, discussions with your training provider can be useful to help establish safe approaches to training at this time.**



**Establish if the training is necessary at this time.**



**Remember to retain written evidence of the judgements you make during this time.**

The following is an overview of risks you might want to consider as a social care organisation or service when thinking about the need to carry out face-to-face training (the guidance below is not exhaustive). **Learners attending the training will need to be aware of measures that you and, if relevant, the training provider put into place to protect their safety.**

Risk Areas	Considerations	Prompts
<b>Locality</b>	<ul style="list-style-type: none"> <li>Localised restrictions due to COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>You should take account of any local measures and guidance when considering the planning of face-to-face training</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>Do staff have any known higher risk factors from COVID-19, e.g. age, pre-existing health conditions, pregnancy, people from Black, Asian and Minority Ethnic (BAME) backgrounds, previous exposure and those living with people at high risk of COVID-19?</li> <li>How can you ensure people are safe and well prior to attending the training?</li> <li>Who is attending and delivering the training? Are they mixing with staff from other settings? What could be the impact of this?</li> <li>Are others present in the environment, such as people who are accessing services, visitors, office staff? What could be the risk of this?</li> </ul>	<ul style="list-style-type: none"> <li>This would include people who are delivering the training, those accessing training and ultimately the people who are accessing care and support when people return to the workplace</li> <li>Check current information available from the government and Public Health England</li> <li>Check on the health of those delivering and accessing training over the previous 14 days. Ensuring there has been no exposure and temperature checks on the day of face-to-face training</li> <li>Wherever possible try not to mix people from different settings to reduce the risk</li> <li>An increased number of people present in an environment increases the risk factor significantly</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Is it an external or internal venue?</li> <li>How will staff safely travel to the venue?</li> <li>Is there enough space in the venue to allow social distancing?</li> <li>If the venue is internal, does this present risk to others in the environment?</li> <li>Are the facilities shared with others? Are there adequate facilities to maintain good hygiene practices?</li> <li>Consider arrangements for refreshments</li> </ul>	<ul style="list-style-type: none"> <li>If it is external what cleaning protection is in place and who has access during your sessions?</li> <li>Follow the guidance on use of public transport and hand washing</li> <li>How will the training be structured to accommodate safe distancing?</li> <li>An increased number of people present in an environment raises the risk factor significantly</li> <li>Ensure everyone follows guidelines on handwashing and respiratory hygiene as a minimum</li> <li>Sharing of catering facilities, crockery and cutlery should be avoided – where possible allow people to bring their own</li> </ul>

<b>Equipment</b>	<ul style="list-style-type: none"> <li>■ Is any equipment used during training (such as for moving, positioning and first aid equipment)?</li> <li>■ How is any equipment used during training kept clean and who is responsible for doing so?</li> </ul>	<ul style="list-style-type: none"> <li>■ Who is providing the equipment and has it come from a COVID-secure source?</li> <li>■ What precautions can you safely put in place and how effective are they?</li> </ul>
	<ul style="list-style-type: none"> <li>■ Is PPE available?</li> </ul>	<ul style="list-style-type: none"> <li>■ Who will provide this and how will it be disposed of safely?</li> </ul>
<b>Delivery of training</b>	<ul style="list-style-type: none"> <li>■ Consider the size of the group. How can this be kept to a minimum?</li> </ul>	<ul style="list-style-type: none"> <li>■ What are the constraints for social distancing, size of venue, types of equipment, PPE etc</li> </ul>
	<ul style="list-style-type: none"> <li>■ What is the length of training?</li> </ul>	<ul style="list-style-type: none"> <li>■ The longer the duration of the training, the greater the risk</li> </ul>
	<ul style="list-style-type: none"> <li>■ How can you ensure those attending and delivering the training are comfortable to do so and aware of the procedures to be implemented on the day?</li> </ul>	<ul style="list-style-type: none"> <li>■ Consider pre-course information, safety, infection control guidelines and letting people know what to expect and what their responsibilities are</li> </ul>
	<ul style="list-style-type: none"> <li>■ How can breaks be managed if needed?</li> </ul>	<ul style="list-style-type: none"> <li>■ Follow guidance on crockery, social distancing, handwashing, shared toilet facilities</li> </ul>
	<ul style="list-style-type: none"> <li>■ Do you have a procedure for when a person becomes unwell during training?</li> </ul>	<ul style="list-style-type: none"> <li>■ Contact and emergency details for attendees</li> </ul>
	<ul style="list-style-type: none"> <li>■ What stationery may be used during the training such as pens, flipcharts, handouts, feedback sheets and markers? How can you minimise the risk of cross contamination if materials are shared?</li> </ul>	<ul style="list-style-type: none"> <li>■ Will learners be expected to provide their own and how will you inform them and manage this?</li> </ul>
	<ul style="list-style-type: none"> <li>■ Can a communal signing in log be avoided by using a roll call or similar instead?</li> <li>■ Is there need for human contact in the training?</li> <li>■ Consider any activities such as group activities that are delivered during the training and how these can be safely delivered</li> <li>■ How will the training be reviewed, and lessons learned to influence future sessions?</li> </ul>	<ul style="list-style-type: none"> <li>■ Why is this needed – is there an alternative?</li> </ul>

**We advise you to carefully consider the way training can be achieved which presents as minimal a risk as possible to everyone involved.**