

1st September 2020

Dear Student,

I hope that you and your loved ones have remained safe and well during these unprecedented times.

As the country continues to return to the “new normal” I wanted to let you know what to expect from Learning4Life over the coming few weeks. We have been working very closely with The Wordsley School in order to keep staff, students and pupils safe.

It is clear that we all have to play our part in keeping each other safe. If you display any symptoms of Covid-19 i.e. new persistent cough, high temperature, loss of sense of smell and/or taste please **DO NOT** attend your class. If you are in any doubt stay away. If you are symptom free and attend your class please wash your hands regularly or hand sanitise and maintain a safe distance from others. We will be maintaining 2 metre distances in the centre.

Over the next few days if you haven't already told us you intend to return to your class a member of our team will contact you to ask if you are returning. This will enable us to manage numbers in the classes in order to adhere to current social distancing guidelines. Please remember if we phone you we will come up on your phone as “No caller i.d.” as we are in a school. We may choose to text you rather than leave a message if we are unable to speak to you in person.

There will be differences to your classroom, and in certain classes the way it is taught, but at all times we have sought to maintain the highest standards in both the care of our students and staff and the quality of the education that we provide.

1. There will be no access to the centre before a class is due to start. If you arrive early please remain in your car until 5 minutes before your class is due to start as you will not be able to wait in the reception area.
2. A member of staff will be at the entrance to meet you and will test your temperature with a temperature checker. If your temperature is found to be above the acceptable level then unfortunately you will not be allowed in to the building.
3. If these checks cause a queue to develop we would ask that you please be patient and queue with a two-metre distance between you and the next student.
4. On entry to the centre you will be asked to sanitize your hands with the hand sanitizer provided. Doors in to classrooms will be open so you don't have to touch the door handle.
5. On reaching your seat there will be anti-bacterial wipes for you to wipe your own area as an extra precaution. Please note the classroom will

have been thoroughly cleaned before your class but it doesn't hurt to be extra cautious.

6. Your tutor will start by giving you an induction on how the centre will operate whilst you are here and a reminder of the guidelines we should all adhere to and answer any queries you may have.
7. Once your class has finished we would ask before you go to again wipe the surface where you have been sitting. The room will again be cleaned but this does provide some protection for the cleaners. On exiting the classroom we would ask you to hand sanitise again before leaving the building.
8. All class sizes will be limited according to social distancing. This means numbers have to be managed. You can no longer turn up to a class even if you have been coming for years without telling us that you will be attending and booking your place. We will use larger rooms for larger groups to maintain social distancing so that you can remain in the groups that you have always been in.
9. We will ask you to pay either online via our website which links to Dudley Council's secure Webpay system or phone us to make a payment before your class starts. We have changed our phone system so that more members of staff can take phone calls at one time and extended our telephone opening hours from 9.30am to 3.30pm so you should find speaking to a member of staff much easier. We will be keeping payments at reception to a bare minimum and wherever possible we would ask that you pay by card not cash.
10. If you do return to your class any monies owed will be deducted from your payment for the term. If you do not return we will organise a refund for the money we owe you.
11. Should the centre have to close due to an outbreak of Covid-19 then we will credit you with missed lessons to be deducted or refunded as you request.
12. The kitchen will be closed to students. If you wish you can bring your own drinks with you but, unfortunately for the time being you will not be able to make your own drinks in the kitchen.
13. We ask if you use the toilet please use the hand sanitiser before and wash your hands after. The toilet will be cleaned regularly.
14. Any equipment that is used e.g. sewing machines, staple guns etc. will be wiped down between uses.
15. In the centre the overhead heating will not be used. Learning4Life have purchased oil filled radiators to heat the classrooms.
16. Whilst in the centre particularly if using equipment please wash your hands regularly.
17. The class times may be adjusted slightly to allow us to clean in between classes. You will be notified of any time changes.
18. Only admin staff will be allowed access to the office. No other staff or student will be allowed in to the office. If you need to speak to one of us

please ask at reception. Reception will have a Perspex screen fitted around it.

19. If you start to feel ill whilst in the centre please tell your tutor or another member of staff who will help you. Please remember that anyone now administering first aid has to wear protective equipment e.g. facemasks, visors, gloves and aprons.
20. Each member of staff will have been through a thorough induction on the way the centre is operating and Covid-19 regulations. First aiders will have received extra training for Covid-19.
21. We have produced a Frequently Asked Question sheet which will be updated as we go along to try and answer any queries or concerns you may have. This will be on our website www.learning4life.co.uk.
22. Currently face masks/visors do not have to be worn in classrooms but we would ask that you wear a face mask on entry to the centre and when in any public areas.
23. All desks will be front facing as per government guidelines.
24. Paper handouts will be kept to a bare minimum. During lockdown we have been working on a resource area on our website for you to access. This will be explained by your tutor.
25. For Pilates/Fitness Yoga classes all classes will be held in the gym as the pool and changing rooms are not in use so you will have the whole block to yourselves. The gym will be thoroughly cleaned before the classes start as will the toilets. Temperatures will be checked as with all other classes and social distances maintained between students.

As you can see we are being very cautious as we move forward as the safety of all of us is our priority.

I hope that these measures will give you some confidence to return to your learning in an environment where, if we all work together and remember the current guidelines, we will all be able to continue to enjoy learning and, for the staff, take pride in seeing our students enjoy and thrive in their chosen subject.

If you have been affected by Covid-19 both through illness or have been isolated and need support please speak to a member of staff. There is help available for everyone who needs it. Furthermore, if you have lost your job and need support with finding a new job or want to improve your skills please speak to a member of staff as Dudley Adult and Community Learning can help you.

If you have already told us you are returning you will receive your course information with start dates, prices and how to pay. If you haven't told us then you won't receive anything further from us until you do. **Again please do not just turn up to your class as you have done in the past. You must book in advance so that we can ensure we have space and seats for everyone whilst adhering to social distancing.**

If you need to speak to us please contact us via email:

studentservices@learning4life.co.uk or telephone 01384 816043. There will be messages on our website and voicemail system to remind you to book in advance.

We all look forward to seeing you soon. If you have any queries or concerns please do not hesitate to contact us.

Yours faithfully,

Julie

Julie Grove

Centre Manager