

13/10/2020

Dear Student,

Thank you for choosing to learn with Learning4Life.

I wanted to let you know what to expect from Learning4Life when you visit our centre. We have been working very closely with The Wordsley School in order to keep staff, students and pupils safe.

1. Before you attend the centre if you feel ill and have any of the symptoms of Covid-19 e.g. new or continuous cough, loss of sense of smell and/or taste, high temperature please stay away and get yourself tested.
2. 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.
3. 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.
4. If these checks cause a queue to develop we would ask that you please be patient and queue with the social distance between you and the next student.
5. 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.
6. 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.
7. 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.
8. 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.
9. All class sizes will be limited according to social distancing.
10. 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. We have changed our phone system so that more members of staff can take phone calls at one time 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.

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 if you re-enrol 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. Whilst in the centre particularly if using equipment please wash your hands regularly.
16. If you subsequently get tested as positive for Covid-19 or you have been contacted by Track and Trace please let us know as soon as possible.
17. If you need to speak to one of us please ask at reception as only permitted staff are allowed in the office.
18. 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.
19. 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.
20. 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](http://www.learning4life.co.uk).

I hope that these measures will give you confidence to attend classes. If we all work together and remember the current guidelines we will all be able to continue to enjoy learning and for the staff the pride that we take 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.

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