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## **COVID-19 Training Operations Policy & Procedure**

### **1. Policy Introduction**

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The term pandemic is defined as a worldwide spread of disease. Outbreaks of new infectious disease can cause more severe illness than other diseases already circulating in the population. This is due to a lack of immunity to the new disease. This lack of immunity may also increase the pandemic potential of the new disease. The Federal Department of Health's Chief Medical Officer can declare that a pandemic is affecting Australia and decide which of the communicable disease frameworks the health sector will use to contain and manage the spread of the pandemic.

As with any infectious illness, standard health and safety risk assessment and controls should be applied. General advice should be given to employees, such as staying at home if they are sick, covering their coughs and sneezes, washing their hands regularly. Any unwell employees with compatible symptoms (to those of the declared pandemic disease) should be sent home.

### **2. Purpose and Scope**

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The scope of this document is to identify and describe the processes that JB Hunter will follow to identify, control, and prevent disruptions to operations both in the office and in training rooms and areas. This will ensure we are meeting our deliverables on time and in a safe manner. The plan identifies the processes adopted while undertaking the company's normal business operations during the time of a declared pandemic.

This Procedure applies to all company venues, operations and relevant stakeholders including but not limited to client's venues, students, suppliers, employees, members of the public, and other interested parties.

This document is current at the time of publication based on the advice on hand and is graded as a level 1 control on JB Hunter's COVID-19 master business continuity plan. The advice of government supersedes this document and is subject to change, in which case government advice will take precedent over this document.

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#### 3. Responsibilities

| Party                | Need or expectation                     | Approach  |
|----------------------|---|---|
| Trainers / Assessors | Follow all JB Hunter COVID-19 processes | <ul style="list-style-type: none"> <li>• Temperature checks conducted</li> <li>• Sanitiser at the door of all venues</li> <li>• As a student/ trainer enters the room, they sanitise their hands first. This is done every time a room is entered</li> <li>• Doors are to be left open wherever possible</li> <li>• Clean then disinfect everything at the end of the day</li> <li>• Minimum 1.5m distance maintained from all students and other trainers</li> <li>• Follow trainer behavioural guidelines</li> <li>• Wear a mask/face covering when not delivering training and enforce student mask use at venues that mandate it</li> </ul>                         |
| Students             | Follow all JB Hunter COVID-19 processes | <ul style="list-style-type: none"> <li>• COVID-19 signage at entry door and next to sign on page. Forms part of Induction prior to class starting, including questions about fever or contact with anybody that has the disease</li> <li>• Sanitiser at the door of all venues. As a student/ trainer enters the room, they sanitise their hands first. This is done every time a room is entered</li> <li>• Doors are to be left open wherever possible</li> <li>• Everything wiped down with industrial cleaner at the end of the day</li> <li>• Ensure minimum 1.5m distance is maintained</li> <li>• Wear a mask/face covering at venues that mandate it</li> </ul> |
| Suppliers            | Follow all JB Hunter COVID-19 processes | <ul style="list-style-type: none"> <li>• Sign at entry door and next to sign on page</li> <li>• Any parcels to be left on table. Trainers to wipe packages down with sanitizer</li> </ul>   |
| Other visitors       | Follow all JB Hunter COVID-19 processes | <ul style="list-style-type: none"> <li>• Site Manager/Trainers to induct all personnel visiting site on the JB Hunter COVID-19 processes</li> </ul>   |

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### 4. Training Procedure

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#### Induction and ongoing throughout the workshop

All student must:

- Read the sign on the door and next to the sign-in book (if in a JB Hunter facility)
- Confirm to the Trainer / Assessor that they do not have a fever, have not been overseas in the last 14 days and that they have not been in contact with anyone isolating or who has tested positive for COVID-19
- Submit themselves for a non-contact temperature check when arriving on site
- Frequently wash hands their hands with soap and water for at least 20 seconds or use an alcohol-based hand rub with particular attention to be taken when using the toilet or before preparing and eating food
- Sanitise their hands as they enter the classroom every time
- Notify the trainer if they are displaying any of the symptoms or feeling unwell during training

JB Hunter will (when training occurs in a JB Hunter facility):

- Administration staff will contact the students prior to the start of training to confirm that they have no symptoms, have not been overseas in the last 14 days and they have not been in contact with anybody isolating or who has tested positive for COVID-19.
- The Trainer/Assessor will check the temperature of all the students with a non-contact thermometer **prior** to the student entering the classroom. To ensure that all are below 38°C. Any person reading 38°C or above will be asked to leave the site and contact their team leader immediately.
- The Trainer/Assessor will complete a COVID-19 checklist prior to the start of every day.
- Have alcohol-based hand sanitising dispensers available in prominent places around the workplace and at doorways to classrooms
- The Trainer/Assessor will frequently wash hands their hands with soap and water for at least 20 seconds or use an alcohol-based hand rub
- Sanitise their hands as they enter the room
- At the end of the day the Trainer/Assessor must clean everything with soap and water, followed by the use of an approved disinfectant, with disinfectant left on the surface for a minimum of five minutes.
- The Trainer/Assessor will ensure that the students have their own tools and testing equipment. In the event that a student does not have the correct equipment, they will be able to use JB Hunter equipment. However, students must wear disposable gloves and equipment must be wiped down by the trainer after each use with an approved disinfectant.
- The Trainer/Assessor will immediately notify the National Training Manager with any concerns or breaches. The National Training Manager may request an incident report and will advise on escalation to the CEO if required.

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If training in a client's facility/venue:

- Administration staff will contact the students prior to the start of training to confirm that they have no symptoms, have not been overseas in the last 14 days and that they have not been in contact with anyone isolating or who has tested positive for COVID-19.
- The Trainer/Assessor will check the temperature of all the students with a non-contact thermometer **prior** to the student entering the classroom, to ensure that all are below 38°C. Any person reading 38°C or above will be asked to leave the site and contact their team leader immediately.
- The Client must make alcohol-based hand sanitising dispensers available in prominent places around the workplace and ensure they are regularly refilled
- The Client must make sure that Trainers and students have access to facilities where they can wash their hands with soap and water and dry them
- The Client must actively promote good hand hygiene in bathroom and kitchen amenities
- The Client must inform the Trainer/Assessor of the client contact in the event of any emergency
- At the end of the day the Trainer/Assessor must clean everything with soap and water, followed by the use of an approved disinfectant supplied by the Client, with disinfectant left on the surface for a minimum of five minutes.
- The Trainer/Assessor will complete a COVID-19 checklist prior to the start of every day.
- The Trainer/Assessor will ensure that the students have their own tools and testing equipment. In the event that a student does not have the correct equipment, they will be able to use JB Hunter equipment. However, students must wear disposable gloves when using the equipment. The equipment must be wiped down by the trainer after each use with an approved disinfectant.

#### **Hand washing**

All persons must:

- Frequently wash their hands with soap and water for at least 20 seconds, or use an alcohol-based hand rub;
- Particular attention must be taken when using the toilet or assisting others with toileting before preparing and eating food.

JB Hunter will:

- Make alcohol-based hand sanitising dispensers available in prominent places around the workplace and at doorways to classrooms
- Make sure that staff, students and clients have access to facilities where they can wash their hands with soap and water
- Actively promote good hand hygiene in bathroom and kitchen areas

**Important:** Hand sanitisers should not be provided as the only hand hygiene option as there are times when soap and water should be used instead, e.g. when hands are visibly dirty or after going to the toilet

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### **Respiratory hygiene**

All persons must:

- Cover their cough (nose and mouth) when coughing and sneezing with tissue or a flexed elbow
- Dispose of tissues immediately, and use alcohol-based hand sanitiser after disposing
- If unwell, avoid contact with others (shaking hands, touching faces, sharing equipment, pens and other intimate contact) and immediately notify the trainer and remove themselves from the training area

JB Hunter will:

- Ensure an adequate supply of paper tissues is available throughout their workplace
- Provide closed bins for hygienic disposal of used tissues
- Actively promote good respiratory hygiene in prominent places where close customer or worker contact may occur

### **Mask/Face Covering Usage**

JB Hunter encourages the use of a mask or face covering at all times when on JB Hunter venues in areas of increased COVID-19 activity. In locations with government mandated use of face coverings, JB Hunter will not allow access to training or facilities unless suitable coverings are worn.

In venues required to wear a mask/face covering, a suitable covering must be worn at all time by all staff, students, trainers and visitors. Face coverings may only be removed for the following reasons:

- A Trainer when delivering training
- Trainer or learners whilst undertaking a practical exercise where the mask may cause a safety hazard
- All persons when consuming food or beverage, for the purpose of eating or drinking only
- Staff when performing phone/video call where the wearing of a mask will interfere with their workplace communication

Social distancing is a critical line of defence in preventing the spread of COVID-19 and as such, face coverings can only be removed in the situations highlighted above if social distancing can still be maintained.

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### **Classroom set up**

JB Hunter will, in consultation with their trainers:

- Identify and assess the likely risks at the workplace and those associated with the way work is performed (e.g. are students more than 1.5 metres away from each other; layout of workstations; design of work activities, etc)
- Trainers/Assessors have a separation of a minimum of 1.5m between themselves and the students
- Implement suitable control measures to eliminate or minimise risks, this may include being outside and at the social distance required for all practical work.
- Leave room doors open so students will not have to touch handles

The control measures being used must be regularly reviewed and updated as required. A good way to do this is to practice, test and evaluate intervention measures during this early stage, e.g.: practice social distancing measures and evaluate implementation.

### **Notification of Incident or Breach of Policy & Procedure**

Any JB Hunter staff member (Trainer/Assessor, Administrator or other) will immediately notify the National Training Manager when any incidents, concerns or breaches are identified. The National Training Manager may request an incident report and will advise on escalation to the CEO as required.

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### **Work Environment is kept clean**

JB Hunter will ensure that:

- High touch surfaces (e.g. counters, desks and tables) and objects (e.g. telephones, keyboards) are wiped with an approved disinfectant regularly
- Areas where there is public access will receive frequent cleaning and disinfection
- Infection control procedures are reviewed in consultation with cleaning staff and staff have access to suitable personal protective equipment (PPE), defined by Safe Work Australia as disposable gloves made of PVC, rubber, nitrile or neoprene
- Adequate supplies of cleaning equipment and necessary PPE are available.

### **Communication protocols**

JB Hunter will provide information and instruction to workers, students and others:

- To stay at home if they are sick – even if the symptoms are mild, and
- That any unwell workers with compatible symptoms will be sent home immediately, and advised to call their General Practitioner, Health direct on 1800 022 222 or visit their local Emergency Department
- To reinforce and support good personal hygiene, including good hand and respiratory hygiene. Display posters promoting regular hand washing, good respiratory hygiene, symptoms to look out for and when to stay home. This will be combined with other communication measures used in the workplace (e.g. regular briefings; information on the intranet; phone and email contacts for further information etc)
- To advise of any changes to work arrangements
- This information shall be shared with other businesses your workers may be in close contact with.

Once the Trainer/Assessor has completed the training, all the completed documentation must be forwarded to JB Hunter Administration.

JB Hunter Administration will provide the Trainer/Assessor with acknowledgement of the pre-attendance communication and the completed daily COVID-19 Trainer Checklist to the nominated client representative for their records.

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### **5. Trainer Behavioural Guidelines**

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Given the nature of the trainer's role in the business, they are identified as a potential link between the students of their class, and the greater staff within the organisation (including office staff and other trainers). As such, trainers must take the following precautions to avoid potential cross-contamination:

- Avoid office/admin areas of JB Hunter sites, limiting their access to training areas only
- Avoid contact with other trainers within the same venue
- Ensure that they coordinate break times
- Follow the trainer responsibilities outlined in section 3

### **6. Training Scheduling Guidelines**

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When scheduling courses, JB Hunter will:

- Ensure classes are setup with maximum class sizes per physical distancing guidelines being:
  - No class size greater than 10 learners
  - No class to exceed a total room capacity of 1 person per 4 square metres
  - No class size to exceed a minimum space between work areas of 1.5 metres
- Where building layout allows, when multiple classes are occurring in the same venue, room allocation is to be such that a maximum distance between occupied classrooms is used
- Where multiple classes are occurring in the same venue, class times (start, break and finish) are to be staggered
- Where possible, trainers are to be allocated to individual sites to avoid potential cross-contamination

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### 7. Supporting Information

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#### Related documents

- Safe Work Method Statement
- COVID-19 Business Continuity Plan – Level 1 Protocols
- COVID-19 Trainer/Assessor Checklist
- COVID-19 Administration Checklist

#### Relevant legal, regulatory and other obligations

- Coronavirus (COVID-19): Advice and guidance for workplaces – published by All Australian States
- Preparing for a pandemic: a guide for employers - published by WorkSafe VIC
- Safe Work Australia COVID-19 resources <https://www.safeworkaustralia.gov.au/collection/covid-19-resource-kit>

### 8. Definitions

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Approved Disinfectant - means a product labelled as household disinfectant, and containing  $\geq 70\%$  alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach.

### 9. Revision Log

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| Revision Date | Custodian | Revision Details   | Approved By and Date |
|---------------|-----------|--|----------------------|
| 08-04-2020    | RM        | <ul style="list-style-type: none"><li>• V1</li></ul>   | SD & SB 09-04-2020   |
| 11-05-2020    | SD        | <ul style="list-style-type: none"><li>• V2</li><li>• Update end of day process to reflect cleaning followed by disinfecting</li><li>• Updated definitions of "Approved disinfectant"</li><li>• Rewording of work environment cleaning section</li><li>• Added Work Safe Australia website to list of relevant legal and regulatory regulations</li><li>• Added Trainer Behavioural guidelines</li><li>• Added Training Scheduling guidelines</li></ul> | SD 11-05-2020        |
| 04-08-2020    | SD        | <ul style="list-style-type: none"><li>• V3</li><li>• Added mask/face covering content</li></ul>  | SD 04-08-2020        |