

Protocol  
for  
(company) training and exams

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6 may 2020

## Protocol for (company)training and exams

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## **Introduction**

This protocol offers clarity to training and exam institutes, clients and participants on the responsibility surrounding the organization of (company) training and exam taking during the Corona crisis. The contents of this protocol is set up according to strict measures announced by the Rijksoverheid, guidelines from the RIVM together with the “continue to work safely together” protocol, also by the Rijksoverheid. There have been additional checks with various involved parties, such as VNO-NCW, training companies and educational institutes. NERTO employee think-tanks have approved this protocol.

Managing good health and safety is central to this protocol. The goal of this protocol is that all those involved are well informed on how to safely run training workshops and exams. To ensure that by following the guidelines, participants can physically and safely attend lessons, training and exams. For both company training and exams, everyone is responsible to stick within the guidelines and therefore show self-regulation. It goes without saying that these measures imposed by the Cabinet and RIVM must be followed at all times by all involved. Should new measures and guidelines come into effect, this protocol can and will be amended accordingly.

This protocol is a (temporary) addition to the existing NERTO behavioral code. NERTO members conform to this when delivering training and exams.

## **Key points**

- The safety of all participants and employees of training and exam institutes is the number one priority.
- RIVM guidelines are to be followed to the letter by training companies, employees and participants.
- The focus of this protocol is hygiene and safety measures.
- These agreements apply to all branch activities.
- For information on specific measures please refer to industry guide information.
- The branch organisation, companies and government communicate with each other about the agreements set out for all those involved in training and exams.

## **Fixed rules: Hygiene and safety**

### **General**

- The RIVM guidelines are to be followed. That means:
  - o we maintain 1,5 meter distance from each other and the participants.
  - o we wash our hands often and properly.
  - o we do not shake hands
  - o we cough into our (inner) elbow
  - o we do not touch our face
  - o we stay at home if anyone in our family shows any symptoms of Corona.
  
- The RIVM guidelines also have clear measures for hygiene. That means that at each training/exam location (at the entrance and all classrooms) the following must be present:
  - o disinfectant hand gel
  - o soap
  - o paper hand towels
  - o disinfectant spray for surfaces.

### **These guidelines demand**

- Clear communication on safety and hygiene measures towards employees and participants.
- Clarity on how to deal with social distancing in and around the training/exam location. To ensure this the training/exam institute are expected to create rules of behaviour/engagement to be followed when in the training/exam location. This to ensure the safety of teachers/trainers/examiners. These “house rules” supplement the RIVM guidelines.
- Providing government infographics that should be hung up on site (and circulated on social media).
- One or more employees are responsible for monitoring the implementation of these safety and hygiene rules.
- Enforcement of these guidelines by those in authority, teachers/trainers/examiners.
- Mandatory regular cleaning of training/exam locations. The location sets its own guidelines for how regular cleaning should take place and who is responsible.
- On the basis of (local) experience, measures can be fine-tuned and tightened if needed.

### **For the training company**

- Where possible, (taking part in) training and exams should be done remotely.
- Work in fixed teams.
- Ensure the hygiene is in order. That means soap and disinfectant spray available in every general/public area. Make sure everyone uses these, (for example hang signs reminding people of the hygiene rules in the toilets and clean more often than normal). Doorknobs and other contact surfaces must be kept disinfected. Clean any objects that are touched by people, such as waste bins, etc on a daily basis.
- Put the (hygiene) rules online so that both employees and participants get a “pop up” message which they cannot miss. Communicate via the digital highway.
- Also communicate digitally with participants when confirming appointments and reservations.
- Forbid shaking hands. Make this your organisational policy.
- Give full instructions to employees about how to follow this protocol.
- Instruct your employees to confront each other and participants if they see anyone not following the rules.
- Enforce these rules in and around the company.
- Ensure that all trainers/examiners, participants and supporting staff follow this protocol.
- Make the trainer/teacher/examiner a “protocol ambassador”. This means that he or she should confront any participants who do not stick to the protocol and should if needed apply extra suitable measures.
- Communicate any updates to these agreements via the usual communication channels.

### **General rules for the location**

- Hang hygiene rules both outside and inside the location where people will be trained. Make sure these can be easily seen.
- Ensure there is disinfectant hand gel by the entrance and that it is used by both staff and participants.
- Mark 1.5 meter distance in front of the reception and toilet (or where people queue).
- Put up plastic screens in any area where it is not possible to maintain the 1.5 meter distance. For example the reception.
- Limit the number of people in a lift to a maximum of 3.
- Any walkway, corridor, etc at the location should have clear signs showing 1.5 meter distance. This will help people keep the correct social distancing. Where possible have a separate entrance and exit to avoid people crossing each other’s path.

### **In the classroom**

- Keep doors and walk ways open. This prevents less contact with surfaces.
- Tables and chairs should be 1,5 meters apart from other tables and chairs.
- At each entrance provide paper tissues/towels, disinfectant gel and surface spray.
- On arrival in the classroom, both trainers and participants must wash their hands with disinfectant gel or spray. They must repeat this whenever they leave the classroom.
- On arrival in the classroom, participants and trainers clean their own tables with disinfectant spray. They must repeat this whenever they leave the classroom.
- There must be waste bins in every classroom. These must be emptied after a group has left the classroom.

### **In the corridor and during the breaks**

- Any walkway, corridor, etc at the location should have clear signs showing 1.5 meter distance. This will help people keep the correct social distancing.
- Where possible have a separate entrance and exit to avoid people crossing each other's path.
- Vary or stagger the timing of start and end times and breaks, if multiple groups are using the location.
- Have supervision and assistance for people in the corridors.

### **On arrival and departure**

- Ensure participants enter and leave with 1.5 meter distance between them.
- Hang a sign/poster up with the 1.5 meter rule at the entrance of each training location.
- Make sure that disinfectant hand gel is available.
- Keep the doors open so that participants do not have to open them.
- Create fixed routes to bike sheds, car parks, etc. Create clear spaces 1.5 meters apart where people can park their bicycles and therefore safely social distance.

### **Staff and participants in the training/exam location**

- Always keep 1.5 meters distance from others.
- Wash your hands a minimum of 6 x per day, as per instructions. Certainly before you eat, after you have been to the toilet, after traveling on public transport and after cleaning.
- Do not shake hands.
- Cough and sneeze into your (inner) elbow and use paper tissues.
- Do not share your work with others.
- Keep objects clean and disinfected.
- Avoid, wherever possible, traveling by public transport and do not carpool.
- Any member of staff or participant showing (light) symptoms such as a runny nose, sneezing, sore throat, coughing, temperature (from 38 degrees C) should stay at home. (With only very mild symptoms you might still be able to deliver your training from home/remotely).
- Any member of staff or participant must not come to work if anyone in their household has a temperature (from 38 degrees C) and/or is feverish.

### **Other**

- Intakes with clients or participants should be done digitally.
- Meetings and discussions should be done digitally.