



We are Covid-19 secure

Our job is always to keep our students safe. Alongside everything that we usually have in place in order to do this, we have now added in some new elements that will help us minimise the risk of Covid-19. For a comprehensive look at our policies and procedures please see our OSH (Operations and Safeguarding Handbook) on our website (www.uklanguagecourses.com/agent-area). This will continue to be updated regularly in line with government guidance. The key points for groups arriving from September 2020 are highlighted for you here:

During the booking process:

We ask that you take extra care to ensure that all information about a student's health is carefully gathered and communicated to us. Where there is an underlying health condition, we will need to be fully informed and aware. We will then ensure this student takes extra precautions and that we have a very close eye on their health and wellbeing.

During our UKLC Team training:

We have reviewed and amended our team training to ensure that we cover all aspects of being Covid-19 secure. UKLC team members will be fully versed in hygiene, student management and hygiene, Covid-19 symptoms - what to look for and what to do if you spot something, managing excursions and transport and maintaining social distance where possible.

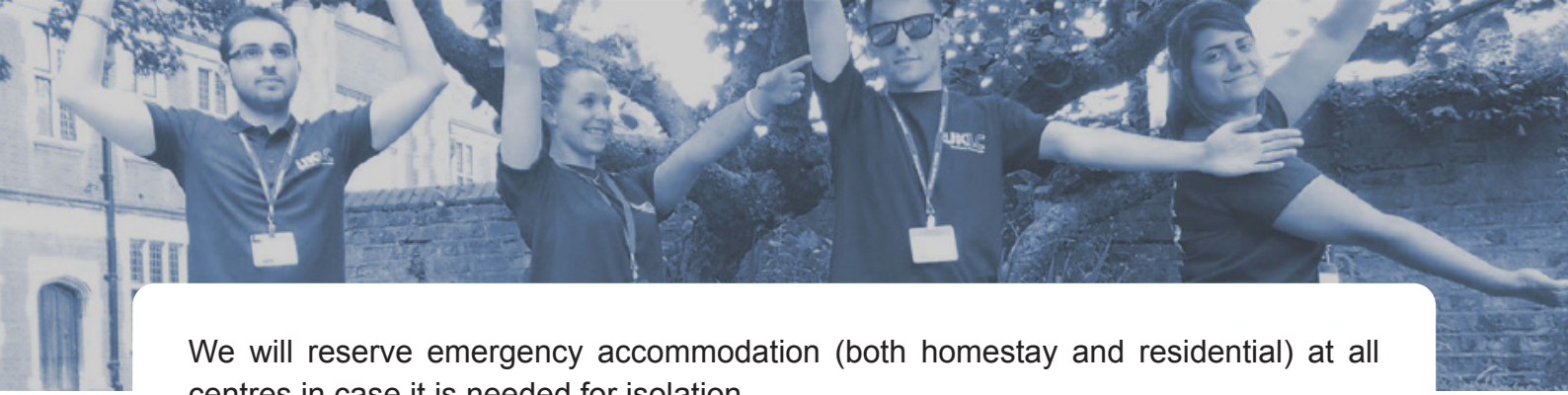
Centre support:

We have met with all our centres and, as they are all educational establishments, they are keen to work with us and share with us their new policies and procedures for operating in a Covid-19 secure manner. We have updated our agreements with them in terms of:

- Cleaning - to ensure proper sanitisation and high standards are met
- Ventilation - in classrooms, in accommodation and in communal areas
- Managing an outbreak - how we will all respond to keep such an occurrence to a minimum and contained

Accommodation:

As stated above we have worked closely with our centres and so we will only place students in residential accommodation where there are clear procedures on being COVID-19 secure.



We will reserve emergency accommodation (both homestay and residential) at all centres in case it is needed for isolation.

Our host partners will receive clear guidance on keeping hosts' homes clean and we will maintain regular communication with them regarding the latest government guidance on social distancing regulations.

For homestay, we will place students in single rooms only unless students come from the same household.

New procedures:

Handwashing - we will introduce moments in the day for students to wash their hands before and after lessons, activities, excursions and mealtimes. These will be supervised and monitored.

Hand sanitisers - will be made available throughout the centres and students will be encouraged to use them regularly.

Temperature checking - will operate in all centres and will take place on a daily basis.

Face coverings - all students will be required to wear face coverings when out of the centre on excursions.

Excursions - will avoid crowded areas and venues where possible and students will be shown and encouraged to keep a certain distance from members of the public and not to touch anything unnecessarily.

Student groupings - we will keep students within their groups or class groups in order to reduce the amount of mixing.

Activities will operate in smaller groups (as above) and we will not be holding indoor events that involve large numbers of students such as discos.

Finally, we will be introducing **wellbeing activities** into the lessons to help students understand the nature of risk and manage any anxiety that they may be feeling with coping strategies.





Valid 2020

COVID-19 Industry Standard

In Partnership with;

The National Tourist Organisations of Great Britain and Northern Ireland

In recognition that this business has confirmed that they have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.

