



**Fareport Response to Coronavirus
Employer Update
24th March 2020**

We appreciate this is a very difficult time for all individuals and businesses. We want to update you on our current status and ask for your support in some areas. This update will cover remote training, exams and end point assessments, mental health support and best practice for remote training.

Training sessions

Following the government advice to education establishments we have stopped face to face training sessions at our site and employer premises. However, we can continue to work with learners remotely. All our trainers are now working from home, as many do anyway. We are fully set up to work from home and all our systems work effectively.

For some learners the virus will present challenges if they are redeployed to other roles. Please get in touch with your account manager or trainer if this is case to decide how we can support them.

Other learners may be less busy because of impact from the virus on sales, customers or business activity, or they may not be travelling to work or meetings. If this is the case for your business, we'd appreciate your support in keeping learners progressing with their programmes, so that they are utilising any down time either at work or when working from home. There is a lot that our trainers can do with learners remotely, as outlined below. We don't want learners to fall behind and become demotivated during this period if it is realistic for us to continue working together. For those that have more time we will increase the frequency of contact with our trainers, giving them short activities to work on.

Trainers will be in touch to change any planned face to face training (group and 121) to remote sessions, using technology, rather than cancelling agreed slots.

Exams and End Point Assessments

Exams and End Point Assessments are being affected by the virus as you would expect. Our EPA organisations and awarding bodies are putting in place as many options as they can for remote invigilation and remote assessment. So again we would appreciate your support in keeping these going if we can so that learners can progress and complete on time. The trainers will discuss options with you and your learners for any assessments that are booked or coming due.

New learners and programmes

We can continue to onboard new learners, or work with your team to design and develop new programmes. In some cases, we are finding that teams have some down time to take stock and plan new training. All our paperwork and induction can be done remotely.

Remote Training

Our trainers are very experienced in training remotely, and we can use technology that suits the learner including: Phone calls, Whatsapp, MS Teams (free mobile and desktop app). As normal our eportfolio OneFile and BKSB will be available from any device. Trainers can share Resources and Assignments in the best way for that learner.

Trainers can effectively use Remote Training sessions for many activities:

- Remote Teaching sessions using electronic resources / sharing screen
- Webinars for group training and support
- Discuss assignments and workbooks
- Feedback on work
- Share screen to guide learner through their assignments or One File
- Maths and English Support (utilising BKSB)
- Professional Discussions to capture evidence or prep for EPA
- Capture work product observations and witness testimonies (using MS Teams)

We appreciate this is a challenging time for all learners and their managers, but if we can work together we can hopefully best use of the time we have available and ensure learners continue to be motivated and make progress.

Effective Remote Training Sessions

We will also send this guidance to our learners. In order to have an effective remote sessions ideally learners will:

- Have access to a computer/laptop with internet (mobile or tablet if not)
- Log into OneFile
- Log into Microsoft Teams (MS Teams)
- Have access to a notebook and pen
- Be able to be somewhere they won't get disturbed regularly
- Have any notes that you have completed for your discussions etc, your trainer will help you to prepare
- If you have MS Teams downloaded on your laptop or phone this will be effective for training sessions however don't worry if you don't have this. The telephone can be very good for collect your knowledge and support you.

Mental Health and Social Isolation

It's very important at this time that everyone is taking care of their mental health. We hope that remote training will be a good way for learners to maintain social contact and get support from their trainers and peers. Remote communication can also boost morale and give them something to focus on when the situation is uncertain.

Mind have some excellent resources on keeping mentally healthy while dealing with uncertainty and spending more time at home which may be useful for your team: [Mind – Coronavirus and your wellbeing](#)

Contact us

- Please contact your account manager or the trainers you work with for any questions on remote sessions.
- Currently our office is remaining open with minimal staff to support learners, employers and trainers. You can continue to call 01329 825805 or email info@fareport.co.uk for support or questions, including questions on your digital account, learner administration, Health & Safety and Safeguarding.

Many thanks for your support.

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