



Fareport Response to Coronavirus October 2020

We appreciate this is a very difficult time for all individuals and employers. 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 government guidance Fareport are operating a mixed model of training, ensuring we are Covid secure. We are offering:

- Remote training via online learning platforms (MS Teams, OneFile, BKSb) to all learners
- Face to face visits at employer site in limited cases, by manager agreement and where a risk assessment is in place to protect the learner and trainer.
- Remote EPA and Exams using online software to all learners
- Covid secure exams at our centre in Fareham
- Learner visits to the workplace following risk assessment checks as below where face to face is deemed necessary

Employer Site Visits

In most cases our employer site visits have moved to Remote Training to suit the learner and employer and to meet government guidance.

In some cases, where a face to face is required, Fareport will request a copy of the employer risk assessment. This is to ensure our Trainers are prepared and understand the requirement of your business/ site. These will be approved by a member of our Board and the appropriate PPE and guidance will be provided to staff where required.

Remote 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 coming due.

Exams and End Point Assessments at Fareham site

Where remote exams or assessments cannot take place, we have the facilities at Fareport's Fareham Training Centre to accommodate this. We will continue to run these unless guidance changes. Various safety measures have been implemented and Trainers will share this with learners at the appropriate time. This includes but is not limited to:

- Risk Assessment Guidance Sheet provided to all in advance. You will be required to read and sign this on arrival.

- Body Temperature checks for all staff and visitors on arrival.
- Hand washing/ hand sanitising promoted throughout the building.
- Track and Trace in place for non-apprenticeship learners. All visitors are required to sign in on arrival. Current learners are not required to give additional details as this is already held centrally.
- On-site staff limited – Where staff can work from home, we have encouraged this to limit the number of people you will have contact with.
- Increased cleaning/ hygiene measures throughout the building. For exams, all electronic devices will be cleaned again prior to you accessing/ using.
- Hand gel, face masks are available on site
- Increase Covid guidance throughout the building including access to our Risk Assessment which is frequently reviewed.
- Exams and Training Rooms have been rearranged and reduced capacity to ensure learner safety.
- Limited Covid Testing kits are available for those who develop symptoms whilst on site. This will be issued with appropriate guidance. **Please note** – testing will not take place on site. Kits will be provided with guidance to complete this at home and how to submit the tests once complete.

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 is 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 have also sent this guidance to our learners. In order to have an effective remote session 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.

Ways of Working

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 with you via phone, email and MS Teams to schedule suitable training sessions.

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](#)
[Working from Home Wellness Action Plan](#)

Contact us

- Please contact your account manager or the trainers you work with for any questions on remote sessions.
- Our office remains open 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 learner progress, your digital account, learner administration and Health & Safety.
- For confidential support related to Safeguarding or Prevent please contact Safeguarding@fareport.co.uk

Many thanks for your support.

Natalie Cahill
Chief Executive