

# COVID 19

## ATB BEST PRACTICE GUIDELINES



The safeguarding of customers must be the number one priority for all involved in ATB operations.

Customers should be seen as potentially vulnerable and appropriate measures adopted. The following best practice guidelines are recommended for use by ATBs when conducting training in-line with Government social distancing guidelines.

This guide has been developed by **MCIA RIDE** and the **DIA** with the support of **DVSA**.

### 1. ADDITIONAL TIME

Extra time should be made available for each training session, allowing the instructor to take additional precautions for the safety of customers.

### 2. BOOKING TRAINING

Online booking for training should be encouraged. Customers should be informed they are not to attend training sites to book training. Telephone bookings should remain in place with office staff working from home or working within a safe office environment (such as 2 metres away from other office workers, not desk sharing, and not sharing stationary or other office equipment).

Online booking systems are available on the open market which can be used through existing websites.

### 3. CUSTOMER REQUIREMENTS

An effective approach to reduce the chances of infection is for customers to bring their own equipment. Customers should be strongly advised to:

- Bring their own helmet, appropriate clothing, and gloves wherever possible.
- Bring their own refreshments (drink and food).
- Bring their own radio earpiece (standard 3.5mm earphone will be suitable and are readily available on most internet based selling sites). Alternatively, the ATB could provide/sell these.
- Bring a face cover to cover the mouth and nose (such as a neck tube or thin scarf for example). This can be worn under the helmet when riding, and in theory-based training sessions to offer additional protection.

### 4. TRAINING RATIOS

The following training options for CBT and DAS Training should be offered (where applicable):

- 1:1 training should be seen as the safest training option and should be encouraged wherever possible.
- 2:1 training can be offered, but only where a comprehensive risk assessment has been conducted to confirm there is adequate space and capacity within the ATB to meet the 2 metre social distancing rules.
- If training above a 2:1 ratio is offered, then this should be considered as very high risk indeed. There must be absolute certainty within the ATB that this can be completed in a safe, professional manner, and meet all the requirements within the Government's guidance.

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### 5. INSTRUCTOR REQUIREMENTS

- Clothing that covers the arms and legs such as long sleeve top and riding trousers must be worn.
- Regularly wash hands with soap and water for at least 20 seconds. Where hand washing facilities are not available (such as on-road training) then hand sanitiser should be used.
- Instructors should avoid touching their face with their hands.
- Instructors should not shake the hand of customers, but instead exchange pleasantries verbally.
- The instructor should read any documentation to the customer where practicable and ask them to confirm they are content with the information provided.
- Instructors are not to share iPads, phones or other touch screen devices with customers. The fitting of wipeable covers for electronic devices should be considered.
- Dressing of customers with equipment or completing end of training paperwork and debriefs should be conducted outside where possible. If not practical, then a room of a suitable size must be used to allow for social distancing.
- Instructors should work alone where possible. ATB lone worker guidance should be adopted to ensure instructors remain safe and an end of day checking in process adopted with the ATB office.

### 6. MEET AND GREET OF CUSTOMERS

When customers attend for training, they should be provided the following information:

- Where toilets are located and the entry and exit protocols. This will include washing their hands and only using the toilet areas one at a time.
- When communicating with others try not to face the person speaking, but instead stand off to the side. If seated, sit to the side or behind the person.
- Training will be conducted outside wherever possible. There is no entry to office areas at any time. The training room (or largest area) should be used to discuss, receive training, and be used for comfort breaks if it is not possible to complete the training outside.
- Social distancing of 2 metres will be in place at all times. Instructors may break this 2 metre social distancing rule if it involves the safety of the customer (such as when learning to ride the machine in Element C). If the social distancing rule is broken the instructor should wear a face cover (covering mouth and nose) or a helmet.
- Where it is possible to communicate via radio for practical training onsite this should be adopted.
- Customers should not leave personal equipment in classroom areas, and wherever possible this should be left in private cars or other designated safe areas.
- Once equipment is issued for the day it is the responsibility of the customer to keep it safe. At no time should equipment be swapped without the instructor's permission.
- When fitting riding equipment such as helmet, gloves, PPE or radio earpieces the instructor will provide guidance and will only touch the customer (wearing protective gloves) or equipment where absolutely necessary.
- Customers should not cough into gloves, wipe their face or nose, and should avoid wiping the inside of their visor whilst wearing riding gloves.

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### 7. CUSTOMER PRECAUTIONS COMPLETED BY THE ATB

#### 7.1 Refreshments

Customers should be encouraged to bring their own refreshments. Where customers do not, or are unable to bring refreshments then the following should be considered:

- Bottled water/drinks/snacks be made available. Hydration is an important element of maintaining concentration.

#### 7.2 Stationary

- Pens should be provided for customers to allow them to complete documentation and sign any required paperwork. The customer will then keep the pen for the duration of the training and take it away at the end of the day.

#### 7.3 ATB Buildings and Equipment

- All office, training rooms, and workshop areas should be regularly cleaned (especially surfaces).
- Cleaning of toilet areas should be enhanced, particularly door handles, locks, and the toilet flush.
- Portable toilets should be avoided wherever possible, but where in use these should be cleaned and emptied more frequently.
- Dedicated eating areas should be identified to reduce food waste and contamination. All communal areas used for eating must be thoroughly cleaned at the end of each break and training session, including chairs and door handles etc.
- Motorcycles should be cleaned using suitable cleaning products after each use. Key areas to be cleaned are seating, tank area, and handlebars.

#### 7.4 ATB Provided Equipment

The customer should be strongly encouraged to bring their own equipment for training. Where this is not possible the ATB should consider the following:

- The social distancing 2 metre rule must be adhered to, except where closer proximity may be required in the early stages of riding to ensure the safety of the customer.
- Helmet liners should be considered for use by customers where an ATB issued helmet is used. If used, the liner should be removed and bagged, before being washed after every use. Where helmet liners are used the following should also be completed:
  - A suitable cleaner or sanitising spray used to clean the lining of the helmet.
  - The inside of the helmet chin piece and inside of the visor should be thoroughly cleaned (areas not covered by the helmet liner). The customer should also wear a face covering under the helmet as this will reduce possible contamination.
  - The outside of the helmet should be cleaned or washed with a suitable cleaning product.
  - The helmet should be left to air in an area with adequate ventilation.
- Riding gloves can be issued but customers should also be issued liners which are then removed and bagged, before being washed after every use.
  - Where washable liners are not available then disposable inner gloves can be offered. Care should be taken with plastic inner gloves as these may affect the ability of the customer to control the motorcycle effectively.
  - Outer gloves (if not washable) used with liners or inner gloves are to be aired, and a sanitising spray used after each training session/day.

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- Where textile gloves are offered these should be washed after each use. If textile gloves are used and washed, then liners would not be necessary.
- The instructor should carry spare disposable inner gloves and hand drying paper towels for customers who require them.
- PPE can be offered to customers where requested, but the equipment should be cleaned using a suitable cleaning product or laundered after each training session/day. Where the customer is completing consecutive days training (such as DAS training) then the equipment can be cleaned on completion of the course as long as nobody else wears or uses the equipment.
- PPE should be rotated to allow time for the equipment to air appropriately in a well-ventilated area. This should be for a minimum of 72 hours before re-issue.
- Radio earpieces should be disposed of after each use when issued by the ATB. Where this is not possible then they are to be thoroughly cleaned using antiviral wipes.

### 8. DISPOSAL OF PPE

PPE such as protective gloves and antiviral wipes must be disposed of separately to general waste.

PPE must be disposed of and double bagged daily. At the end of the day the bag must be clearly marked by taping on a note showing the date it can be collected or destroyed. Collection or destruction must be at least 72 hours after the items were disposed of.

### 9. COMMUNICATION WITH INSTRUCTORS

Instructors should check their diaries daily to ensure training has been confirmed and the style and type of training discussed with the customer (for example training ratio of 1:1, 2:1 etc). This will allow instructors to prepare the necessary protective equipment for the number of customers and type of training to be conducted. Instructors should not be required to attend the office on a routine basis unless they are requested to as part of their training duties.

### 10. TRAINING DELIVERY

#### General Advice

- Instructors must wear suitable clothing that fully covers their arms and legs. This includes classroom and outside training sessions.
- The instructor is to wash their hands at the beginning of training and after each element or session of the day. Regular handwashing is a key defence against the spread of the COVID virus.
- The customer is to wash their hands at the beginning of training and after each element or session of the day. Regular handwashing is a key defence against the spread of the COVID virus.
- Where instructors and customers remove riding gloves, they should avoid touching their face or other equipment which may be close to the skin.
- Customers should not cough into gloves, wipe their face or nose, and should avoid wiping the inside of their visor whilst wearing riding gloves.

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### 10.1 Classroom Training

Training should be conducted outside wherever possible. Where it is not possible the following should be considered:

- The instructor should maintain social distancing rules wherever possible.
- Customers are to be seated a minimum of 2 metres apart (where there is more than one customer). Customers should not be seated opposite each other, but instead seated to the side or behind the person.
- Instructors should not use real equipment as part of classroom demonstrations unless the equipment has been laundered since the last training session.
- Windows of the training room should be opened to allow additional ventilation.

### 10.2 Practical Onsite Training

- The instructor should maintain social distancing rules unless closer proximity to the customer is required for safety reasons (help with machine control for example). If the social distancing rule is broken the instructor should wear a face cover (covering mouth and nose) or a helmet.
- The instructor should try to stand off to the side of the customer when explaining training requirements and to avoid speaking directly to them in close proximity.
- Radio communications should be used to control the session where practicable. This will allow the instructor to communicate from a suitable distance, whilst maintaining control of the training session.

## 11 SUSPECTED CASE OF COVID-19

If a member of staff or a customer becomes unwell and believes they may have the symptoms of COVID-19, they must follow the guidance issued by the NHS.

You can check symptoms and find out what to do next by using the following NHS website - <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>

### PLEASE NOTE:

**The best practice guidelines are provided to assist ATBs in the management of customer training through use of reasonable control measures during the COVID-19 pandemic.**

**It is not a definitive instruction as to what you must do, or what you are allowed to do.**

**The responsibility for everyone's health and safety, and the decision of whether it is appropriate to offer training under current rules surrounding COVID-19 lies, with the ATB owner.**