

COVID-19 Updates to ATB Best Practice Guidance

On 22 September 2020 the Government issued new measures to address rising cases of coronavirus in England. These measures will have an impact on ATB operations. The following table highlights where changes have been made to the MCIA best practice guidance issued on 18 July 2020. These measures should be adopted with immediate effect.

Date	MCIA Covid-19 Guidance	Version	Update	Notes
18 July 2020	COVID-19 Best Practice Guidelines Issued.	3	N/A	Distributed to ATBs.
27 September 2020	Para 1. Page 1 Social Distancing.	4	Added Para 1 - To include new Government guidance surrounding Hands, Face and Space.	Face masks/coverings will need to be used in ATBs where appropriate, and where it does not jeopardise safety. Guidance stating that face coverings and visors should be worn in close contact services will now become law (from 24 September).
27 September 2020	Para N/A. Page 1 Social Distancing	4	Added Para 1.1 - The need to create a NHS QR code for your ATB. Added Para 1.1.1 - A consideration to take part in the NHS Track and Trace system.	Although ATBs are not identified specifically in Track and Trace guidance, QR Code guidance does state 'a business, place of worship or community organisation with a physical location that is open to the public'.
27 September 2020	Para 7. Page 3 Meet and Greet of Customers	4	Customers should wear a face covering when moving around the ATB unless they are riding a machine or taking refreshments in a designated area.	Face coverings are now seen as a critical defence to the spread of COVID and should be worn wherever possible.
27 September 2020	Para 8.3. Page 4 ATB Buildings and Equipment	4	You can chose to display the official NHS QR code poster so that customers can 'check-in' to your business.	Customers should check into your ATB using displayed QR code posters or digital displays.
27 September 2020	Para 12.2. Page 8 DVSA Practical test	4	DVSA have issued guidance to all staff to download the test and trace app, ATBs may wish to suggest to candidates that they use the App,	Using the track and trace app will help the spread of the virus and displays to customers you are taking reasonable measures to protect them.

			and have it switched on during their test.	
27 September 2020	Useful Documents you should read Page 8	4	Further guidance on face masks and coverings	Explains what face coverings are, their role in reducing the transmission of coronavirus (COVID-19), the settings in which they are recommended, and how they should be safely used and stored.

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 code of practice is 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.

Whilst some information will be relevant in Wales Scotland and Northern Ireland, this guidance is based on the rules for England.

1. Social Distancing

The latest Government advice must be followed at all times.

It is critical that everybody observes the following key behaviours:

- **HANDS** - Wash your hands regularly and for at least 20 seconds. ATBs should provide hand washing facilities and/or sanitising stations.
- **FACE** - Cover your face in enclosed spaces, especially where social distancing may be difficult and where you will come into contact with people you do not normally meet. Where training is conducted in close proximity to others, a face covering should be worn. People who are already exempt from the existing face covering obligations, such as because of an underlying health condition, will continue to be exempt from these new obligations.
- **SPACE** - Stay 2 metres apart where possible, or 1 metre with extra precautions in place.

1.1 Create a coronavirus NHS QR Code for your ATB site

You can use this service to create a QR code for display in your training site. Get visitors to scan the QR code when they arrive, using the NHS COVID-19 app. This is to help trace and stop the spread of coronavirus (COVID-19). A QR code for your training centre can be generated here - <https://www.gov.uk/create-coronavirus-qr-poster>

- 1.1.1 ATBs **should consider** taking part in the NHS Test and Trace scheme by keeping a record of all staff, contractors and customers for 21 days. From 18 September 2020, this will be enforced in law for certain businesses. Some exemptions apply. Check <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace> for details. The DVSA have directed their examiners to download and switch on the test and trace app during tests.

2. Additional Time

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

3. 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.

4. 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. A suitable earpiece will also be required when attending a DVSA Test Centre for either Module 1 or Module 2 testing. An earpiece which has been hygienically cleaned can be provided by the DVSA at the test centre if needed.
- Bring a face cover to cover the mouth and nose, such as a neck tube, a scarf or a non-surgical mask. This can be worn under the helmet when riding, and in theory-based training sessions to offer additional protection. DVSA Examiners will require the customer to cover both mouth and nose at all times, except when completing the road ride for Module 2. When the helmet is removed the customer should maintain their social distancing and not stand face to face with the examiner.

5. 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 recommended social distancing rules (see section 1 above).
- If training above a 2:1 ratio is offered, then this should be considered a higher risk. 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.

6. 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. This should be carried out when arriving and leaving ATB premises and at other regular intervals.
- 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.

7. Meet and Greet of Customers

Where possible, stagger arrival and departure times to help ensure social distancing rules can be followed.

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

- Customers should wear a face covering when moving around the ATB unless they are riding a machine or taking refreshments in a designated area.
- Customers should wash or sanitise their hands on arrival and departure, as well as at regular intervals throughout the day.
- 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.
- Ensure recommended social distancing rules are followed (see section 1 above).
- 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 of 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.

8. Customer Precautions completed by the ATB

8.1 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 could be made available. Hydration is an important element of maintaining concentration.

8.2 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.

8.3 ATB Buildings and Equipment

- You can choose to display the official NHS QR code poster so that customers can 'check-in' to your business. A poster can be downloaded from <https://www.gov.uk/create-coronavirus-qr-poster>
- Permit only essential trips into buildings.
- Furniture may need to be rearranged if required.
- Try to ensure customers and staff work side by side, rather than face to face when possible.
- 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.
- Use outside areas whenever possible.
- Motorcycles should be cleaned using suitable cleaning products after each use. Key areas to be cleaned are seating, tank area, and handlebars.

8.4 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:

- Helmet liners should be considered for use by customers where an ATB issued helmet is used.
 - The liner should be removed and bagged, and washed after every use.
 - 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.
- 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.
 - 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.
- Customers should, whenever possible bring their own earpieces or purchase one from the ATB. In the unlikely event that the ATB needs to loan an earpiece it must be thoroughly cleaned using antiviral wipes after use, hands should be washed regularly.

9. 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.

10. 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 as part of their usual training duties.

11. Training Delivery

1.1 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.

11.2 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) if possible. Customers should not be seated opposite each other, but instead seated to the side or behind the person.
- Observe current government guidance on social distancing at all times (see section 1 above)
- 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.

11.3 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.

12. Motorcycle Tests

12.1 Theory Tests

You may wish to advise your customers that there are extra precautions being taken at theory test centres.

- Tape on floors to aid social distancing
- Extra Cleaning measures
- Protective screens at admissions desks

- Hand sanitising stations
- Customers are encouraged to wear a face covering, but will need to remove it briefly to verify their ID
- Centre staff will be provided with gloves and masks

12.2 DVSA Practical Tests

- Ensure that you arrive at the test centre no more than 5 minutes early.
- Test centre waiting rooms are not available, meet and greet will be carried out outside.
- Toilets will be available for any candidate, instructor or accompanying driver if requested, when coming for a test or using the motorcycle manoeuvring area (MMA).
- Anyone using the toilets will be escorted through the building.
- People will need to clean the toilet facilities before and after using them themselves.
- Whilst waiting please observe 2m social distancing rules, do not congregate in groups and avoid unnecessary chat with other Instructors or candidates.
- Candidates should provide and fit their own compatible radio earpiece. DVSA have limited supplies but will attempt to provide them if absolutely necessary.
- Examiners and candidates should wear a face covering that covers the mouth and nose such as a neck tube, a scarf or a non-surgical mask. This must be worn at all times apart from during the mod 2 road ride, but must be replaced immediately on arrival back to the test centre.
- DVSA have issued guidance to all staff to download the test and trace app, ATBs may wish to suggest to candidates that they use the App, and have it switched on during their test.
- Should an Examiner or Candidate develop symptoms in the days after a test, the NHS Track & Trace service will use the data DVSA collects from the candidate to contact them.
- Tests will be terminated, and the candidates will return to the test centre if they have accumulated sufficient points to fail the test or commit a serious fault.

13. Suspected Case of COVID-19

- If a member of staff or a customer becomes unwell at the ATB or during on road training 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/>
- If a candidate presents for a DVSA test with clear symptoms the test will not go ahead.
- If a candidate appears unwell or starts to cough continuously during the test, the test will be stopped.
- If a driving test candidate or driving examiner develops symptoms in the days after a test, the NHS Test and Trace service will use data DVSA collects from the candidate to contact them*.

*DVSA have updated their privacy notice - See section 4.1 of the document: Book and manage your driving test: privacy notice <https://www.gov.uk/government/publications/dvsa-privacy-notice/book-and-manage-your-driving-test-privacy-policy>

14. COVID-19 Government Poster

You may wish to consider displaying this poster to reassure your customers that you are taking the correct precautions during the pandemic

<https://assets.publishing.service.gov.uk/media/5ef2895ee90e075c5582f4d1/staying-covid-19-secure-accessible.pdf>

PLEASE NOTE:

This code of practice is 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.

Useful Documents you should read:

1. Help and guidance to complete a Covid-19 Risk assessment, including a template and examples

<https://www.hse.gov.uk/simple-health-safety/risk/index.htm>

2. Working safely during the Coronavirus outbreak - a short guide

<https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf>

3. Talking with your workers about preventing the Coronavirus

<https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf>

4. Working safely during Covid-19 in or from a vehicle

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>

5. DVSA Stakeholder Pack and DVSA Standard Operating Procedures

<https://mcia.co.uk/en/mcia-ride/information-for-atbs-and-post-test-instructors>

6. Guidance on face masks and coverings

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>