

COVID-19 Updates to ATB Best Practice Guidance

The DVSA have issued further guidance on the conducting of motorcycle testing (Mod 1 and Mod 2) wef 23 August 2021. Government guidance has also changed on how businesses can protect their staff and customers. The following table highlights where changes have been made to the MCIA best practice guidance issued on 18 July 2020 (updated 20 September 2021). 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 choose 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	Using the track and trace app will help the spread of the virus and displays to customers you are taking

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			candidates that they use the App, and have it switched on during their test.	reasonable measures to protect them.
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.
24 November 2020	Para 12.3 Page 8	5	Inserted paragraph on face-to-face contact	Explains precautions to take where a face covering cannot be worn and when in face-to-face contact with the examiner.
24 November 2020	Para 12.4 Page 9	5	Inserted paragraph with regard to social distancing	Additional information on how social distancing will be maintained, including administrative requirements and the debrief process.
24 November 2020	Para 12.5 Page 9	5	Inserted paragraph on end of test procedure	Explanation of the end of test procedure and how documentation will be handled and completed.
20 September 2021	Paragraph 12 Page 9	6	DVSA have issued a new Standard Operating Procedure for the conducting of Motorcycle Mod 1 & Mod 2 testing (dated 23 August 2021).	Guidance for examiners when conducting motorcycle tests at DVSA test centres where waiting rooms are open or closed.
20 September 2021	Paragraph 1 Page 3	6	Relaxing of Government COVID restrictions	Removed the need to: social distance through the hands, face, space approach.
20 September 2021	Paragraph 1.1 & 1.1.1 Page 3	6	Relaxing of Government COVID restrictions	Track and trace no longer compulsory for businesses.
20 September 2021	Paragraph 4 Page 4	6	Reuse of radio earpieces and face coverings	Earpieces can be wiped down and reused if needed. Face covering guidance.
20 September 2021	Paragraph 5 Page 4	6	Removal of training ratio restrictions	Normal training ratios can be adopted in-line with DVSA requirements.
20 September 2021	Paragraph 6 Page 4	6	Instructor requirements	To consider dress worn when delivering training.
20 September 2021	Paragraph 7 Page 5	6	Meet and Greet of Customers	Removal of the need to stagger entry and exit times for training. Wearing of face masks

20 September 2021	Paragraph 8.1 Page 6	6	Refreshments	The use of disposable cups can be used by ATBs.
20 September 2021	Paragraph 8.3 Page 6	6	Buildings and Equipment	Removal of restriction on the use of portaloos.
20 September 2021	Paragraph 9 Page 11	6	Disposal of PPE	Removal of restrictions on the disposal of PPE.
20 September 2021	Paragraph 10 Page 11	6	Communication with Instructors	Consideration of how instructors are informed of their training commitments.
20 September 2021	Paragraph 11 Page 7	6	General Advice	Changes in guidance based on the easing of restrictions and the removal of social distancing rules.
20 September 2021	Paragraph 13 Page 10	6	Suspected cases of COVID-19.	Guidance on the actions taken by the examiner in the event of a COVID case (including a free retest for the candidate).
20 September 2021	Paragraph 14 Page 11	6	Government COVID-19 Posters	Removed 2020 COVID poster and replaced it with posters which you can display to show your commitment to ongoing safe working practices.
20 September 2021	Page 10	6	Useful documents	Update of official guidance available for business owners.

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The Government continue to offer updated guidance on measures that can be taken to defend people against the Covid threat. Since England moved to Step 4 of the roadmap on 19 July, there has been a gradual return to offices and workplaces. Although restrictions are easing, we continue to have a duty of care to our customers. 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

Social distancing guidance no longer applies and there are no limits on social contact between people from different households. It should be remembered however that COVID can still be spread through social contact.

It is important that ATBs consider the following:

- Spend as little time as possible delivering training indoors.
- Meet outside if you can.
- If you deliver training indoors make sure the space gets lots of fresh air.
- Try not to meet customers in spaces that do not get aired, for example rooms that have windows that can't be opened.
- Avoid spending time in small rooms as the amount of coronavirus can build more quickly.

Further guidance on ventilation can be found here - [Ventilation of indoor spaces to stop the spread of COVID-19 \(easy read\) \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/94822/ventilation_of_indoor_spaces_to_stop_the_spread_of_COVID-19_easy_read.pdf)

1.1 An NHS QR Code for your ATB site

From 19 July 2021 track and trace is no longer mandatory. The legal requirement for the use of track and trace by customers and ATBs has been removed although Government continues to 'urge' everybody to use it. ATBs can choose if they wish to continue to keep using it (i.e. it is already in place) or a new ATB could consider adopting it.

If you wish to create a QR code for display in your training site, follow the guidance below. 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 **can consider** taking part in the NHS Test and Trace scheme by keeping a record of all staff, contractors and customers for 21 days. Check <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace> for details.

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 allowed to attend training sites to book training if they cannot book online. Telephone bookings should remain in place with office staff working from home or working within a safe office environment (such as ensuring distance 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. Where earpieces are provided by the ATB they must be wiped down with anti-viral wipes before they are used again. 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.

- Wear a face covering that covers the mouth and nose such as a neck tube, a scarf or a non-surgical mask. When at the test centre this must be worn during test preliminaries and at the conclusion of the test.

5. Training Ratios

Training can be offered in-line with normal DVSA guidelines for the type of training offered. There must be absolute certainty within the ATB that this can be completed in a safe and professional manner.

The following should be considered when determining training ratios:

- Do your training facilities provide enough space for customers to maintain social distancing?
- Have you provided clear guidance to customers on how to reduce the risk of spreading COVID when they arrive and considered those with protected characteristics, such as those with hearing or visual impairments?
- Have you reviewed entry and exit routes to training areas, and facilities, to minimise contact?
- Have you coordinated with other businesses (if you share facilities) to ensure you have a mutual understanding of the precautions in place?
- Ensuring the information you provide customers does not compromise their safety?

6. Instructor Requirements

- Consider wearing clothing that covers the arms and legs such as long sleeve top and riding trousers.
- 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 and ventilation.

7. Meet and Greet of Customers

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. 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 advice is followed (see paragraph 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.
- ATBs to offer refreshments from disposable cups.

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>
- Control the frequency of 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.

- 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 (72 hours is considered to be a reasonable amount of time).
- Customers should, whenever possible bring their own earpieces or purchase one from the ATB. If 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 can be disposed of in the normal way and does not need to be labelled.

10. Communication with Instructors

ATBs should consider whether instructors can check their diaries remotely to ensure training has been confirmed (rather than attending the office). This will allow instructors to prepare the

necessary protective equipment for the number of customers and type of training to be conducted without undue contact with others.

11. Training Delivery

11.1 General Advice

- Instructors should 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 at regular intervals throughout 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 at regular intervals throughout 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 (see paragraph 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 unless closer proximity to the customer is required for safety reasons (help with machine control for example). Where possible a face mask should be worn when talking directly to customers.
- 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.

- 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

12.2 DVSA Practical Tests

- Ensure that you arrive at the test centre no more than 5 minutes early.
- Test centre waiting rooms are open at some test centres (check with your local centre).
- 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).
- People will need to clean the toilet facilities before and after using them themselves.
- Candidates should provide and fit their own compatible radio earpiece. DVSA have limited supplies but will attempt to provide them if 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 during test preliminaries and at the conclusion of the test.
- 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.

12.3 Face to Face Contact

A face covering must be worn where there is face to face contact, for example during the test preliminaries and at the conclusion of the test. The face covering can be a neck tube or scarf, or other face covering, but must cover the mouth and nose. There will inevitably be elements of the test where the face cannot be covered, when the candidate is removing their helmet for example. The examiner and candidate should maintain a good social distance at these points and avoid being face to face with each other.

12.4 Social Distancing Measures

Remind your instructors and candidates of the requirement for social distancing in line with government guidelines.

Do not:

- Shake the examiner's hand
- Don't touch the Examiner's iPad, stylus or paper DL25. Ask the candidate to use their own pen. If they don't have their own, then the examiner will provide them with one.

The candidate will be guided through the administrative requirements by the examiner. The candidate will be asked to:

- Read the insurance and residency declaration form.
- Tick the boxes if they agree with the statements.
- Sign it.
- The candidate must keep the insurance and residency declaration form.

The candidate will be asked if they would like their test result emailed to them.

12.5 End of Test

The Examiner will read the health declaration to the candidate and ask if the statement is true. If the candidate agrees, the examiner should mark a cross X in the signature box on either the

iPad or the paper contingency form to confirm that the candidate has agreed with the statement.

When completing the DVSA10 or DVSA12 pass certificate, the examiner will take the driver number from the iPad. Candidates do not need to sign the DVSA12 at the end of the test whilst they are with the examiner. Candidates will be asked to take their pass certificate with them and to sign it when they get home. The candidate's licence will be taken in the usual way for ADLI issue.

13. Suspected Case of COVID-19

- If a candidate goes to the test with clear symptoms the test will not go ahead.
- If the candidate becomes unwell and displays clear symptoms during the test, The test must be stopped.
- If the test is terminated for either of the above reasons the examiner will:
 - Record code 22 on the DES app 2.
 - Inform the candidate that they will receive a new booking confirmation with a rearranged test date, free of charge.
 - Call the examiner hotline 0115 6 713 143 to inform the customer service centre.
 - Inform the NHS if a DVSA member of staff develops symptoms within 48 hours of your test or tests positive for coronavirus after their symptoms developed.

*See the DVSA full privacy notice - 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 Posters

You may wish to consider displaying posters to reassure your customers that you are taking the correct precautions to protect them

[Posters - Coronavirus Resource centre \(phe.gov.uk\)](https://www.phe.gov.uk)

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. Talking with your workers about preventing the Coronavirus

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

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3. Working safely during Covid-19 in or from a vehicle
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>
4. Construction and other outdoor work
[Construction and other outdoor work - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](#)
5. Coronavirus (COVID-19): disposing of waste
[Coronavirus \(COVID-19\): disposing of waste - GOV.UK \(www.gov.uk\)](#)
6. PPE in non-healthcare work
[PPE and face coverings in non-healthcare work during the coronavirus pandemic: Overview - HSE](#)
7. Ventilation of indoor spaces to stop the spread of COVID-19
[Ventilation of indoor spaces to stop the spread of COVID-19 \(easy read\) \(publishing.service.gov.uk\)](#)