

At Muungani Ltd we take health and safety of all, as well as our training facilities very seriously so we are sharing our precautions and guidance on steps that we all should be taking.

We will be continually monitoring the government website for updates and following any guidance and directives.

At present the business is operating as normal with appropriate adjustments made. Currently we are limiting the attendance of group trainings to 6. If there is any new updates from the government, we will be sure to make you aware if this affects how we deliver our services. We understand that everyone's circumstances are different. We do offer virtual training via TEAMS as well as in person face to face training. Any changes to this policy as a result of government guidance and/or directives will be notified to customers immediately.

Symptoms

The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature

For most people, coronavirus (COVID-19) will be a mild infection. If you have symptoms of coronavirus infection (COVID-19), however mild, please do not attend the course and follow government advice regarding self-isolation.

Preventing spread of infection

Public Health England (PHE) recommends that the following general cold and flu precautions are taken to help prevent people from catching and spreading COVID-19:

- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. See link [Catch it, Bin it, Kill it](#)
- put used tissues in the bin straight away
- wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available. See link [hand washing guidance](#)
- try to avoid close contact with people who are unwell
- clean and disinfect frequently touched objects and surfaces
- do not touch your eyes, nose or mouth if your hands are not clean

If you are worried about symptoms, please call NHS 111. Do not go directly to your GP or other healthcare environment.

How we are protecting learners:

On arrival the trainer will be vigilant to any attendee exhibiting signs of respiratory infection.

All learners will be asked to sanitise their hands at appropriate times during the training.

Anyone showing signs of respiratory infection (e.g. cough/cold/flu) will be asked to self-exclude from the course.

Anyone excluded from the course will be offered one opportunity to re-book at no extra cost.

Course induction:

on arrival all learners will be given clear instructions in following World Health Organisation advice on infection prevention and control. This simple and easy to follow advice is clinically proven and very effective and adherence will be monitored by the trainer throughout the course.

Adherence to hygiene advice will be encouraged throughout the course.

Frequent hand washing and use of the alcohol wipes/hand sanitizer gel available will be required throughout the course.

Hand washing facilities and alcohol hand sanitizer/ anti-bacterial wipes are available at all locations.

If you have a training course(s) booked with us

If the learner has been to an affected area as listed in Government advice or are experiencing COVID-19 symptoms, they will need to reschedule the course. We encourage individuals to carry out their own lateral flow test, however we understand that not everyone has access to them. When you arrive, please inform the trainer if you have not been able to do a test and one will be done on site. Alternatively, we have relaxed our policies around notice periods for re-scheduling courses so you

can tell us at any time before your course starts and you will not be charged to rearrange your training.

If the learner cannot attend a training course because of COVID-19 symptoms, they have the option to attend training virtually via TEAMS. Please note that this offer is only available for courses that do not have a practical aspect as part of the course. They can also reschedule if they prefer to have face to face training.

Until further notice Muungani Ltd have relaxed the cancellation and date change policies to give you peace of mind. If something happens either to your own health, your travel plans or your employer's policy relating to COVID-19, you will be able to reschedule your training.

You should still notify us as soon as possible if you wish to re-schedule your booking.

What if I start to feel unwell while attending a training course at Muungani Ltd?

If someone develops COVID-19 symptoms whilst on a course, we have procedures in place to ask you to self-isolate and inform other delegates. We will ask all delegates at the end of their course to tell us if they develop symptoms and our reporting measures allow us to identify anyone on the same course to inform them.