



Step by step instructions

Changes we are bringing into our daily workplace to keep in with UK Government guidelines and be as much Covid Secure as possible.

Dear Clients,

Driving schools have been given the go ahead to re-open for business by the UK government however, it is with conditions so that the spread of Coronavirus is minimised. We will follow all the guidelines set by UK government also, we will implement additional measures that will further reduce the risk of the spread of coronavirus.

Safety and well being of all our clients and instructors is our top priority and this will lead to prosperity in the long run.

We all, as businesses and individuals have a duty and responsibility to work together in unity to help prevent the spread of Covid-19.

Following are some of the things we will be doing to minimise the risk also, we will be needing your help in this matter. This list is for both clients and instructors.

1. We will keep our clients' record up to date and will keep dates and times of lessons we deliver. If a Covid-19 outbreak happens with any of our clients or instructors we will share this information with NHS and relevant governmental departments. They will then decide what action to take. Should we be given any information by the government or NHS then we will share it with all that may benefit but, we will never disclose any personal details to any third party.
2. Wearing of face masks is mandatory for both learners and driving instructors, therefore please wear a face mask securely and should you not have a mask one will be provided. If you feel comfortable driving with disposable gloves they too will be readily available in your instructor's vehicle.
3. We do not encourage wearing of face shields as it may mist up and become a danger whilst driving however, should you feel strongly about wearing a face shield then bring it with you and speak with your driving instructor and they will try to accommodate your needs.

4. Please ensure to arrive with the accurate money for the lesson. This way you will not be receiving change that has come from a third person. If possible pay for a few lessons in advance. Electronic payment can be made 48 hours before the lesson, through a link we send to your mobile phone and you pay using debit / credit card.
5. All our instructors will be given an extra 15 minutes in between lessons so they can clean the instruments such as the steering wheel, door handles, gear stick etc.. with anti bacterial wipes.
6. Driving instructors will work 5/6 days instead of the usual 4/5 days a week and that will mean fewer lessons per day (2 – 4 maximum lessons per day). This action will minimise the risk even further.
7. Driving instructors will phone their client 1 – 2 hours before going to collect their client to make sure all is well.
8. Clients will receive a text reminder for their appointment 24 hours before and we encourage clients to reply to inform that they are either good to take lessons or not, if they are feeling unwell or have come in contact with someone who has tested positive for Covid-19. They should seek proper advice from NHS: <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/> and should they be self isolating the normal £10 late cancellation fee will not be charged.
9. If you are well and can take your lesson then ensure to wash your hands before coming out. Clients may get reminded to wash their hands before coming to their lesson by a automated text message.
10. People within the high risk category should not be taking lessons however, a person living with them but not in the higher risk category can take lessons but should be extra cautious and try taking the first lesson of the day which will again minimise the risk even further. For more information regarding who is at a high or low risk press the following NHS website link: <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>
11. Keep windows down to allow plenty of ventilation. Wear clothes that cover your arms and legs completely and ensure you wear clothes that will keep you warm. All our vehicles have been fitted with wind deflectors so even when it is raining you can keep the windows a little open without getting wet.
12. Your clothes should not consist of any animal fur as some people are allergic to animal furs.
13. Facing somebody whilst talking with them is common practise and polite however, this action should be avoided as you do not want to be face to face.

14. Do not handshake as this increases spread rapidly and should you be picked up from a location where washing hands was not possible than wash your hands with hand sanitiser which will be in your instructors vehicle.
15. Try not to share items like pens and visual aids in the car and please ensure not to bring items like mobiles phones or keys you do not need during the lesson however, if you are in need of them please bring a carrier bag where you can keep your belongings.
16. We are all in this together and we all know of someone who may get critically ill if they get this virus, therefore it is in interest of all to stay alert and stick to a set of rules. Should you be concerned about anything or have an idea as to what more we could be doing than please speak with your driving instructor as we are still learning.
17. When you go home, please make sure to wash your hands.

Driving instructors Covid Secure working manner

Daily customer pick up routine

1. Text reminder for appointment 24 hours before and encourage clients to reply.
2. Phone a lesson before to confirm all is still well for the lesson to continue.
3. Text wash hands reminder before setting off from previous learner drop off.
4. After each lesson, drive to a safe parking location and wipe down instruments with anti-bacterial wipes, throw wipes into a the bin with cover.
5. Change your ppe for new ones.

Vehicle cleaning routine

1. Empty bin daily.
2. Spray inside the car daily at the end of the shift with anti-bacterial spray. (*Remember to close the windows fully*)
3. In addition to the above get car deep cleaned once a week.