

Radboud in'to Languages

COVID-19 guidelines for language and communication training

The safety of our participants and trainers is paramount. We adhere to the national RIVM guidelines and the work method of Radboud University. This applies to training courses organised on the university campus as well as in-company training programmes and trainings at third-party locations.

This can be done as follows:

1. General

1.1 Maintaining a distance of 1.5 metres from others

- We ensure and enforce that everyone is always able to maintain a 1.5-metre distance from others.
- A sticker on the outside of or at the entrance to the room indicates how many people are allowed to be inside simultaneously.
- Participants have their own assigned seat in the training room.
- Exercises and other methods of instruction only take place if a distance of 1.5 metres can be maintained.
- The trainer uses a well thought-out system to allow participants to move around the room, such as for entering and leaving the room and for doing an exercise.
- Fixed “exercise groups” will be used.
- At the start of the training, the trainer focuses on the measures and explains how to maintain the correct distance during the training.
- Participants are asked to arrive at the location no earlier than 5 minutes before the start of the training and to leave immediately after the training.
- Participants need to maintain a distance of 1.5 metres from others while waiting outside the room.
- Participants may not enter the room until the lecturer indicates that they can.
- Participants enter the room one by one.

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- At the end of the class, the participants leave the room one by one. Those who are closest to the door leave first.

1.2 Hygiene

- Trainers and participants strictly follow the RIVM hygiene measures. If a participant has any symptoms that are consistent with the coronavirus, they must stay at home. This includes symptoms of a cold (a runny nose, sore throat, coughing, reduced ability to smell), a fever (over 38 C°), and/or shortness of breath. Under these circumstances, In'to applies the General Terms and Conditions with regard to cancellation and cancellation fees.
- Staying at home also applies if somebody in the household of a participant has symptoms that are consistent with a coronavirus infection or if the participant or somebody from their household has tested positive for the coronavirus. Under these circumstances, In'to applies the General Terms and Conditions with regard to cancellation and cancellation fees.
- If the trainer has symptoms of a cold/flu or tests positive, they will be replaced or the training will be rescheduled. This also applies if someone in the trainer's household has a fever (over 38 C°) and/or stuffiness, or has tested positive for the coronavirus.
- Participants are requested to disinfect their hands before entering or leaving the training room. In'to ensures that disinfection gel is provided in all rooms.
- All training rooms will be provided with paper towels and cleaning supplies. When the training is over, the trainer/lecturer cleans the tables, chairs, door handles, and all exercise materials.
- Each participant brings their own pens, scrap paper, etc. that will not be shared with other participants.
- The building and the training room are well ventilated (no recirculation). Wherever possible, windows are opened before and after the training session for additional ventilation.

2. Locations

2.1 Radboud University

Regarding any training that takes place on the Radboud University campus: all buildings and layouts comply with the 1.5-metre distance measure and the other RIVM guidelines and measures taken by the Dutch government with regard to hygiene, ventilation, and the monitoring of visitor numbers.

For more information, visit the Radboud University website:

<https://www.ru.nl/english/news-agenda/news/coronavirus-radboud-university/corona-news/>

2.2 Professional venue providers


When the training takes place at a professional venue provider, we always ensure that the 1.5-metre distance measure is observed:

- Participants can maintain a distance of 1.5 metres from others in training rooms, general areas, and sanitary facilities (toilets, etc.).
- One-way traffic will be in effect for going to the location as well as for moving around inside the building.
- A protocol is in place regarding toilet use and sanitary facilities are thoroughly cleaned very regularly.
- All rooms are thoroughly cleaned before and after the training, including the tables and chairs of the participants and the trainer.
- Breaks are spread out to prevent participants from gathering with other people who are using the location at the same time. Arrival times, break times, and departure times are coordinated.
- The building and training rooms are well ventilated.
- There are strict safety and hygiene rules for the use of coffee and tea facilities operated by hand, lunch and dinner facilities, and other catering-related requirements.
- Employees of the venue are aware of the RIVM guidelines and take additional precautions, such as washing their hands often and ensuring that all visitors observe the guidelines.

2.3 The client's location

When the training takes place at the client's location, the client is fully responsible for meeting the requirements. The following applies:

- The client is responsible for ensuring that the 1.5-metre distance regulations can be observed inside the building where the training or education takes place.
- The building and the training room are well ventilated (no recirculation).
- Tables and chairs are cleaned in advance.
- Disinfection gel is available at the entrance to the training room.

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- If, in the opinion of the trainer, the location makes it impossible to provide the training in accordance with RIVM guidelines, the trainer will not allow for the training to go ahead, and another location will have to be found in consultation with the client.

3. Behaviour

- In order for the training to take place at any of these locations, the trainer has the right to request that a participant leave the location if they do not comply with the safety and hygiene regulations.

4. Update on the guidelines

This protocol will be updated each time the government and RIVM guidelines are amended. Each update automatically renders the previous version null and void.

The most recent update was on: 24 August 2020