

Everyone will be aware of the spread of COVID-19 and concerns around passing on or acquiring the infection, particularly for vulnerable groups in society. As a training and assessment business, this note is to provide information to customers about our services during the period while COVID-19 remains active. We continue to closely follow and take heed of official public health advice and best practice regarding infection control.

**The health, safety and wellbeing of customers will always be our primary concern.** In these unprecedented circumstances we are therefore:

- suspending all terms and conditions relating to customer cancellation of (a) places booked on public training courses and (b) in-house training courses booked; and
- putting in place alternative optional arrangements for carrying out DSE risk assessments

Please see below for additional information.

## **DSE Assessor Training: Public Courses**

At present, our intention is to run all upcoming public DSE Assessor Training courses noted below. However, we completely understand that organisations may restrict attendance at external training courses, or that individuals may not wish or be able to attend. And because official government advice on social distancing is open-ended, we cannot guarantee that future courses will definitely be able to proceed.

Anyone booked on a public DSE Assessor Training course has the option to transfer their booking free of charge to any future public course in 2020 (see planned dates below) and beyond, or to cancel their booking and receive a full refund. Places on future courses will be allocated on a first come, first served basis.

### **scheduled public DSE Assessor Training course dates**

GLASGOW: Monday 22 June 2020 – Hilton Garden Inn hotel

EDINBURGH: Wednesday 24 June 2020 – Dakota hotel

MANCHESTER: Monday 14 September 2020 – Renaissance City Centre hotel

GLASGOW: Thursday 24 September 2020 – Hilton Garden Inn hotel

EDINBURGH: Monday 5 October 2020 – Dakota hotel

GLASGOW: Tuesday 8 December 2020 – Hilton Garden Inn hotel

EDINBURGH: Tuesday 15 December 2020 – Dakota hotel

If you would like to make a new booking, or transfer or cancel your existing one, please [contact us](#).

# COVID-19 (novel coronavirus)

## DSE Assessor Training: In-house Courses

We appreciate that it may not be possible or desirable for customers to arrange new (or go ahead with planned) in-house courses at this time. In-house courses arranged can be postponed and rescheduled to a later date at no additional cost, or cancelled completely. Please [contact us](#) directly to arrange.

## DSE Risk Assessments (desk or workstation assessments)

Where customers wish a form of assessment to be carried out but not in person, as an alternative this can be carried out by telephone. By their nature, telephone (or video call) assessments are not as effective as face-to-face visits (largely due to lack of critical visual observation) but can still offer a good level of support and assistance.

During the period while COVID-19 remains widespread, pre-arranged telephone assessments are available at a rate of £69 – this compares to £129 for a face-to-face assessment where someone is experiencing pain or discomfort. Consent to process personal data (under GDPR) will be taken over the phone, with reports available within two working days (unless otherwise arranged).

Please [contact us](#) directly if you would like to set up a telephone assessment.

Thank you for your understanding.

Kind regards



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