

**> BE COVID SAFE.
HELP NSW STAY IN BUSINESS.**

Your COVID-19 Safety Plan

Other businesses and organisations

Business details

Business name	Benchmark College
Business location (town, suburb or postcode)	Penrith NSW 2750
Completed by	Sheryn Tosolini
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Effective date	7 December 2020
Date completed	7 January 2021

Wellbeing of staff and customers

Exclude staff, visitors and customers who are unwell.

Employees who have cold and flu symptoms are advised to request sick leave. Employees/ Students are advised to stay home if unwell with cold and flu symptoms. If someone presents feeling unwell with signs of a cold, they are not to attend class/visits, and request that they seek medical attention.

Provide staff with information and training on COVID-19, including when to get tested, physical distancing, wearing masks, and cleaning.

Good hygiene practices are designed to protect others from the risk of COVID-19

transmission and are promoted to employees and students.

- all staff (including trainers, business development managers etc) and students are to wear masks when client facing (i.e. in the classroom/ at training and assessment and/or sign up visits)^
 - all office-based staff are to wear masks when client facing (including greeting suppliers, students or visitors to the premises)^
 - all visitors are to wear masks on site^
 - all personnel are reminded to avoid touching their face, eyes, nose and mouth
 - all personnel are reminded to have no intentional physical contact, for example, shaking hands and patting backs
 - all personnel are reminded to avoid sharing any personal items including stationery and phones, where possible.
 - all personnel are reminded to dispose of tissues hygienically, e.g. in closed bins
 - all personnel are reminded to cover their coughs and sneezes with their elbow or a clean tissue (and no spitting)
 - all personnel are reminded to clean and disinfect shared equipment after use
- ^unless an exemption applies as per the NSW Government -
<https://www.nsw.gov.au/covid-19/what-you-can-and-cant-do-under-rules/greater-sydney#face-masks>

Make staff aware of their leave entitlements if they are sick or required to self-isolate.

- Sick Leave Arrangements
- Employees who have cold and flu symptoms are advised to request sick leave.
- If an employee has been diagnosed with COVID-19, they can return to the office only after they have fully recovered, with a doctor's note confirming negative test and recovered. The staff member must provide the doctors letter to and notify the Chief Executive Officer in writing.
- If an employee or student has come in close contact of a person with a positive COVID-19 diagnosis, they will be advised to undergo a COVID-19 test and self-isolate. They can return to the office only after having a doctor's note confirming negative test. The employee must notify the Chief Executive Officer in writing

Display conditions of entry for any customers or visitors (website, social media, entry points).

QR codes are available at entry points to the building and in each classroom to capture details of all staff and visitors for contactless record keeping.

Benchmark College provides hand soap dispensers and hand sanitiser for use upon entry in the training rooms and in the offices to promote a healthy college/workplace and we encourage our people to adhere to normal handwashing and hygiene practices.

Physical distancing

There are a number of businesses where there are restrictions on patron numbers and the space required to have that number of people; check if there are any restrictions on your business by visiting the NSW Government website.

If your business does not have any restrictions, consider what measures could be put in place to avoid crowding and support physical distancing, good hand hygiene, and mask wearing where practicable and appropriate to the setting.

Staff members are advised to maintain a distance of at least 1.5 metres from other people, where possible. This includes in areas such as the lunchroom, visiting a colleague at their desk or walking in the hallway, and when conducting student visits in their workplace. Staff members are also encouraged to minimise personal contact with other staff members and students/visitors on all occasions where possible.

Measures are in place to minimise contact between people by keeping employees and students/visitors apart at least 1.5 metres, where possible and to ensure there is a 4 square meters in the workplace.

All staff (including trainers, business development managers etc) and students are to wear masks when client facing (i.e. in the classroom/ at training and assessment and/or sign-up visits)^

All office-based staff are to wear masks when client facing (including greeting suppliers, students or visitors to the premises)^ and all visitors are to wear masks on site^

^unless an exemption applies as per the NSW Government -

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Assign workers to specific work stations and minimise worker movement between these stations, where reasonably practical. If not practical, clean with detergent and disinfectant between use.

Each office-based staff member has their own allocated workstation. Common areas, for example bathrooms, kitchens and common areas and equipment are cleaned and disinfected regularly. Additional cleaning practices have been implemented for the daily sanitising of desks, training rooms and high traffic areas such as door handles.

Put plans and systems in place to monitor and control the numbers of workers and customers on site at any given time to allow for physical distancing.

Limits have been placed for the maximum capacity of training rooms and the office based on social distancing requirements and 4 square metre rule.

Use flexible working arrangements where possible, such as working from home, or early and late shifts to reduce peak periods.

N/A

Consider barriers or other controls to ensure staff and visitors at interaction points stay at a safe distance or are separated by a barrier such as a sneeze guard at a service counter. If not practical, clean regularly with detergent/disinfectant.

Additional cleaning practices have been implemented for the daily sanitising of work stations, training rooms and high traffic areas such as door handles.

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Where reasonably practical, ensure staff maintain 1.5 metres physical distancing at all times (including at meal breaks). If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask if practical.

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All staff (including trainers, business development managers etc) and students are to wear masks when client facing (i.e. in the classroom/ at training and assessment and/or sign-up visits)^

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Use telephone or video for essential meetings where practical.

N/A

Review regular deliveries and request contactless delivery and invoicing where practical.

N/A

Consider signage near crowding points such as lifts and passenger travelators directing customers and workers to maintain 1.5 metres physical distancing wherever practical.

Signage is clearly marked at entry ways requiring all visitors to wear masks whilst on site. Signage is displayed in the premises to remind all personnel of physical distancing where practical.

If staff or workers need to travel together in the same vehicle:

- **encourage passengers and drivers to spread out, using front and back seats**
- **workers should only handle their own tools and bags where possible**
- **have processes to clean the vehicle hand touch areas at the end of each shift with a detergent/disinfectant**
- **encourage workers to set the air-conditioning to external airflow rather than recirculation or open windows.**

On the rare occasion where multiple staff are attending the same appointment, the organisation recommends staff find their own, separate means of transport.

Have strategies in place to manage gatherings that may occur immediately outside the premises, or in meeting or break rooms.

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Hygiene and cleaning

Provide hand sanitiser at multiple locations throughout the workplace.

Benchmark College provides hand soap dispensers and hand sanitiser for use upon entry in the training rooms and in the office to promote a healthy workplace and we encourage our people to adhere to normal handwashing and hygiene practices.

Provide detergent/disinfectant surface wipes to clean workstations and equipment such as monitor, phone, keyboard and mouse.

Additional cleaning practices have been implemented for the daily sanitising of workstations, training rooms and high traffic areas such as door handles. Antibacterial wipes are also available for use.

Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers,, and have posters with instructions on how to wash hands.

Benchmark College provides hand soap dispensers and hand sanitiser for use upon entry in the training rooms and in the offices to promote a healthy college/workplace and we encourage our people to adhere to normal handwashing and hygiene practices. Signage is on display advising of good hygiene and hand washing procedures.

Clean frequently used areas at least daily with detergent and disinfectant. Clean frequently touched areas and surfaces several times per day.

Additional cleaning practices have been implemented for the daily sanitising of work stations, training rooms and high traffic areas such as door handles. Antibacterial wipes are also available for use.

Maintain disinfectant solutions at an appropriate strength and use in accordance with

the manufacturer's instructions.

Additional cleaning practices have been implemented for the daily sanitising of work stations, training rooms and high traffic areas such as door handles. Antibacterial wipes are also available for use.

Staff should wash hands thoroughly with soap and water before and after cleaning.

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In indoor areas, increase natural ventilation by opening windows and doors where possible, and increase mechanical ventilation where possible by optimising air conditioning or other system settings (such as by maximising the intake of outside air and reducing or avoiding recirculation of air).

Air conditioning systems are in use in all premises.

Record keeping

Keep a record of the name, contact number and entry time for all staff, visitors and contractors for a period of at least 28 days. Contact details must be collected for each person using a contactless electronic method, such as a QR Code or similar. Processes must be in place to ensure that customers provide the required contact information. Records must be provided as soon as possible, but within 4 hours, upon request from an authorised officer.

Note: If a person is unable to provide contact details, for example due to age or language barriers, another person may provide contact details on their behalf. If there are unexpected circumstances which prevent the use of electronic methods to collect contact details (such as an internet outage), any paper records must be entered into an electronic format such as a spreadsheet within 12 hours.

QR codes are available at entry points to the building and in each classroom to capture details of all staff and visitors for contactless record keeping.

Due to the nature of our work, records are retained. Records are kept securely to prevent them being accessed by any non-authorized personnel. Electronic student records are kept for thirty (30) years. Privacy Policy and Procedures are in place to protect this information.

Visitors who are meeting with employees are required to record their name, contact details, the name of the person they will be meeting and the time they came in and out.

Ensure records are used only for the purposes of COVID-19 contact tracing and are collected and stored confidentially and securely. When selecting and using an electronic method of record collection, take reasonably practical steps to protect privacy and ensure the records are secure. Consider the 'Customer record keeping' page of nsw.gov.au

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Employers should make staff aware of the COVIDSafe app and the benefits of the app to support contact tracing if required.

All staff have been made aware of the COVIDSafe app.

Workplaces should consider registering their business through nsw.gov.au

Completed

Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.

The Chief Executive Officer to contact and seek government health advice by calling the state or territory helpline (See <https://www.health.gov.au/about-us/contact-us/localstate-and-territory-health-departments>)

- Follow the advice of the Australian Government Department of health.
- Alternatively contact the National Coronavirus Helpline on 1800 020 080 which operates 24 hours a day, seven days a week, may also be contacted. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.

SafeWork NSW regulator may also be able to provide specific WHS advice on the situation.

The Chief Executive Officer must notify SafeWork NSW on 13 10 50 for any of the following situations:

- a case of COVID-19 arising out of the conduct of the College or undertaking that requires the person to have immediate treatment as an in-patient in a hospital, and
- any confirmed infection to which the carrying out of work is a significant contributing factor.

I agree to keep a copy of this COVID-19 Safety Plan at the business premises

Yes