

Australian Retailers Association – Retail Institute COVID-19 Safe Plan

The Australian Retailers Association (ARA) and its registered training organisation (RTO), the ARA Retail Institute, is committed to ensuring the safety of our students and all those involved in the delivery of training services.

The ARA Retail Institutes strategy for 2021 is to offer its range of accredited and unaccredited training if possible, online. This approach will continue until the national response to the spread of the coronavirus has been resolved.

The accredited training organisation offers training at the national level through the Retail Institute. As such, the approach considers coronavirus (COVID-19) response requirements across various training authorities, and federal and state-level Departments of health. The content describes the minimum steps required by the ARA and the ARA Retail Institute to fight this virus and maintain COVID-19 safe work sites.

The scope of this guidance document applies to all employees of the ARA and independent contractors of the ARA Retail Institute involved in the provision of training service at locations acquired to conduct activities. Either by offering training or by any before enrolment required event to be conducted in person.

Definitions

All ARA Retail Institute representatives - Employees and contract trainers engaged in activities for the ARA Retail Institute.

Activities – All services conducted by the ARA Retail Institute.

Obtained locations – Worksites, either hired or offered at no charge conduct ARA Retail Institute activities.

Guidance	Steps to reduce the introduction and spread of COVID-19.
Hygiene	
<p>Provide and promote alcohol-based hand sanitizing stations at the entrance to buildings and other places where students participate in training.</p>	<p>Hand sanitiser at the entrance of the training room, aside from any provisions supplied by the venue where training is being conducted.</p> <ul style="list-style-type: none"> ▪ Check the venue has sufficient commercial grade hand stocked in bathrooms and functioning electronic hand dryers. ▪ Check there is adequate mandatorily prescribed signage has been mounted at the entrance to a building, bathrooms and other enclosed common areas.
<p>Improve air circulation where possible, by opening windows or adjusting climate control.</p>	<ul style="list-style-type: none"> ▪ Where there is an outdoor entrance to a venue room, ensure it remains open. ▪ Where there is climate control, set the controls to optimise airflow. ▪ Ask the venue, where possible, to open the doors to the venue a minimum of 30mins before activities begin.
<p>In all places, unless legally excluded, ensure that personal protective equipment (PPE) used</p>	<ul style="list-style-type: none"> ▪ Until the restrictions are lifted, either federally or at local state levels, all individuals are required to wear an approved face covering.

<p>in the form of approved face coverings.</p>	<ul style="list-style-type: none"> ▪ This condition may apply in both open public and enclosed spaces. ▪ All individuals are responsible for monitoring the use of approved face coverings. ▪ Some locations may use security cameras to monitor the use of face coverings.
<p>Provide individuals with instruction on the correct disposal of PPE and face coverings, and on hygiene practices to slow the spread of COVID-19.</p>	<ul style="list-style-type: none"> ▪ All ARA has a policy on the use and disposal of PPE and face-coverings for all employees and independent contractors. ▪ All ARA Retail Institute representatives are required to remind and promote: <ul style="list-style-type: none"> ○ good hand, sneeze and cough hygiene ○ correctly washing and sanitising hands ○ cleanliness of non-disposable face coverings and disposal of PPE and face coverings ○ limiting food handling and sharing of food ○ eating lunch at an appropriately configured desk or outside rather than in common rooms ▪ Clear instruction must be provided to individuals throughout any communication leading up to an activity held at an ARA about the importance of not attending an activity if unwell, either who has a medical condition or is showing flu-like symptoms is to stay at home and have themselves tested for COVID-19

	<ul style="list-style-type: none"> ▪ The ARA Retail Institute has a public statement posted on our website that clearly states the importance of not attending activities if unwell. [Insert link when this becomes available].
Where possible, replace high-touch communal activity items with alternatives.	<ul style="list-style-type: none"> ▪ Any training activity that requires the communal items will be replaced with alternatives. Such items may be necessary for creating a simulated workplace environment, priority must be given to find an immediate and suitable alternative.
Physical distancing and limiting attendance	
Stay informed about industry restrictions state-level restrictions	<ul style="list-style-type: none"> ▪ Cancel all events in response to state-level restrictions.
Comply with the prescribed allowable number of people in an enclosed space, including configuration guidelines on social distancing.	<ul style="list-style-type: none"> ▪ Rules on social distancing differ between states, stay informed. ▪ Even when restrictions are lifted to Stage 1, ensure all classroom tables or seated arrangements are in-excess of 1.5m apart (classroom chairs and tables have been put in place to ensure a minimum 4sqm circumference).
Cleaning	
Increase cleaning at obtained locations between activity sessions to ensure high touch surfaces are cleaned and disinfected.	<ul style="list-style-type: none"> ▪ All ARA Retail Institute representatives are instructed to disinfect touchpoints (for example door handles, light switches, tables surfaces and any shared equipment) before and after use or each session.

	<ul style="list-style-type: none"> ▪ Where it is not possible to replace communal activity items with alternative arrangements, representatives must instruct the disinfection of equipment before and after each use.
Ensure there are adequate supplies of cleaning products	<ul style="list-style-type: none"> ▪ All ARA Retail Institute representatives must provide sufficient alcohol-based hand sanitiser and disposal cleaning equipment at the location (some locations will provide this equipment as per their own policies and procedures) ▪ Cleaning and used must be monitored by the representative. ▪ Representatives are reimbursed for any costs.
Physical distancing and limiting attendance	
The ARA Retail Institute has established flexible learning options for training online.	<ul style="list-style-type: none"> ▪ The ARA Retail Institute has identified the role of virtual learning online as an adaptive solution to control the spread of this virus. Where possible, all training and pre-information and enrolment sessions will be conducted online.
Establish a system to monitor how ARA employees and independent contractors work and not deliver training at multiple locations.	<ul style="list-style-type: none"> ▪ Under Stage 3 & 4 restrictions, no training courses or other required activities are delivered face-to-face. ▪ Any students who require observational visits under Stage 3 restriction must obey the rule imposed by federal and state-level Departments of health.

<p>Attending the ARA Melbourne Office for training or graduation.</p>	<ul style="list-style-type: none"> ▪ No training or graduations will be held at the ARA Melbourne Office during Stage 3 & 4 restrictions. ▪ Visitors will be required to sign in and out of the office. ▪ Minimise the build-up of visitors at the entrance waiting to enter and exit the Melbourne office. ▪ Floor decals will be placed in the office so that people stay the required distance for training or graduation at the Melbourne office. ▪ Department of health signage has been wall-mounted to all bathrooms and common area which visually explains the importance of social distancing. ▪ Any employee or visitor who is un-well, who has taken a COVID test or, in the event, tests positive after a COVID test must not attend the Melbourne office until fully recovered and cleared by a medical professional.
<p>Record keeping</p>	
<p>Establish a process of record of attendance of employees, visitors, inspectors and delivery drivers.</p>	<ul style="list-style-type: none"> ▪ An electronic office attendance register has been put in place for the Melbourne Office. Until advised all employees will be required to notify the Office Manager they will be attending the office a minimum of 24-hours before attending. ▪ All visitors will be required to sign-in and out of the Melbourne Office

	<ul style="list-style-type: none"> ▪ All records are scanned and stored online in line with the ARA's Privacy Policy.
Reporting systems for incidents	<ul style="list-style-type: none"> ▪ Communication via email has been sent to all contract trainers/assessor regarding the reporting of any incidents.
Prepare how ARA notify persons of a suspected or confirmed case during the COVID after an activity has been conducted.	<ul style="list-style-type: none"> ▪ If there is a suspected or confirmed positive close contact case of COVID-19 reported at either an ARA Retail Institute activity location or the ARA Melbourne Office, the information will be posted on the ARA and Retail Institutes COVID-19 Updates Webpage. ▪ All public information will inform those who attended an ARA Institute activity or ARA Office that a suspected or positive close contact case has been reported to be vigilant about the onset of COVID-19 systems, and present at a testing site. ▪ An email will send out an email and text messaged to persons listed present within the specified timeframe indicated as likely to be exposed to the virus.
Complying with new regulations, made under the OHS Act, assist WorkSafe to reduce risks to health and safety in the workplace arising from COVID-19. The new Regulations came into force on 28 July 2020 and	<ul style="list-style-type: none"> ▪ Employers are also required to notify WorkSafe immediately on becoming aware that an employee or a contractor has received a confirmed coronavirus (COVID-19) diagnosis and has attended the ARA Melbourne Office or activity location during the infectious period.

<p>will remain in place for 12 months.</p>	<ul style="list-style-type: none"> ▪ The Chief Operations Officer will be tasked with all steps are taken (above) to WorkSafe (state jurisdiction) within 48 hours of a confirmed case. ▪ Please download updated information in the event of an incident from the website pages below: https://www.safeworkaustralia.gov.au/covid-19-information-workplaces https://www.safeworkaustralia.gov.au/doc/incident-notification-covid-19
<p>Confirm that the ARA Melbourne Office can re-open and employees can return to work</p>	<ul style="list-style-type: none"> ▪ The Chief Operating Officer will be tasked with the process of confirming it is safe to re-open, in line with advice from the DHHS. ▪ Any employee or contractor that has been confirmed to have COVID-19 must provide written evidence of a negative result, therefore confirming they no longer have COVID-19 and are safe to return to the workplace. ▪ The Chief Operating Officer will be tasked with the process of notifying DHHS and WorkSafe Victoria that the Melbourne Office reopening. ▪ The ARA and Retail Institute COVID-19 Updates Webpage will be updated.

This COVID Safe Plan has been acknowledged by the **Chief Operating Officer, Garry Terrill**, and has been confirmed as implemented in the ARA Melbourne Office and for the management of other locations obtained by the ARA Retail Institute to conduct training services.

Updated and effective: Updated and effective Feb 2021.