

Parent's Guide

Resuming Face-to-Face Teaching Safely

Young learner courses at
our Teaching centre (Krakra Street)

What's different at the British Council?

Reopening – one step at a time

In late March 2020, we suspended all face-to-face teaching and exams, moved our English courses online and closed our offices to the public.

In June – following strict safety guidelines – we reopened our Krakra premises to allow candidates to take important exams and English language tests (IELTS).

Welcoming Young Learner students back to the Teaching Centre is the next stage in our plan to gradually return our operations to normal.

We're still limiting the number of people allowed into the building. Half our staff will continue to work from home and adult students will start their Autumn courses online.

Visible safety measures – public spaces

We've taken a number of measures to help prevent the spread of Covid-19 and to remind people of the importance of good basic hygiene routines.

You'll see notices in all public areas and in the classrooms about the three essential hygiene routines: **hands – face – space**



Hands – you must sanitise/wash your hands when you arrive and on a regular basis.



Face – you must wear a face mask when you enter and move around the building.



Space – you must keep a safe distance from other people.

You'll find sanitisation points (antibacterial gel dispensers) at the main entrance and on every floor of the building. Please sanitise or wash your hands with soap when you arrive at the British Council and do this on a regular basis; for example, after using one of the bathrooms.

We've removed the chairs on the first and second floor landings. Parents and students won't be able to sit there or in the basement area before classes or during break times.

We've installed Perspex screens at Reception and on the Customer Services desk to protect our staff and customers. Customer Services staff will also wear face masks.

Visible safety measures – classrooms

We've **limited class size** to comply with Ministry of Health safety guidelines and we've changed the classroom furniture so students each have their **own desk** and can sit **1.5m apart**.

In our main Teaching Centre, we've limited the number of students in a class to eight or nine depending on the size of the classroom. In our partner centres, where classrooms are bigger, we've limited the number of students in a class to ten.

We've **removed non-essential furniture** and shared items like mini-whiteboards and wherever possible (and safe) windows and doors will be open to increase natural ventilation.

Cleaning and disinfection

We're doing a **deep clean** of the whole Teaching Centre before we restart teaching.

We've **increased the number of cleaners** we employ and increased the frequency of cleaning and disinfection cycles:

- the whole building will be cleaned every morning
- all classrooms will be cleaned and surfaces disinfected (door handles/table tops) between classes. We may ask students to help with this.
- all bathrooms will be cleaned and surfaces disinfected three times a day.

We're limiting the use of air conditioning in favour of natural ventilation, but all classroom air conditioning units have been serviced and filters replaced.

Before class – preparation and arrival

To prevent the spread of Covid-19 and to protect others, please **do not** send your child to the British Council if they:

- are not feeling well (cold or flu-like symptoms such as a fever or a cough) or if they have lost their sense of taste/smell
- have been in close contact with someone who recently tested positive for Covid-19
- live with someone who is in quarantine or self-isolating

If in doubt, keep your child at home.

We reserve the right to refuse entry to anyone who shows any of the symptoms above and if a child is unwell or starts to feel unwell while they are at the British Council, we will ask parents to come and collect them immediately.

When they come for their English classes, please make sure your child has:

- a face mask - they must wear the mask as they enter and leave the building and at all times when they are outside their classroom. We also recommend that students aged 12 and above wear their masks in class where possible.
- a bottle of water and a snack – particularly if they have a class at the weekend – because they won't have access to the water dispensers or coffee machine at the British Council.
- everything they need for their studies: their class magazine/course book and notebook (we'll give these out in the first lesson), pens, pencils etc. This will reduce the need for sharing stationery.

Before class – arrival

On the day of your child's first lesson, there will be British Council staff outside the building who can tell you which room their class is in and who their teacher is.

If your child has studied with us before, we kindly ask you **not** to go with them to their classroom so we can avoid any unnecessary overcrowding.

If it's important for you to see how the classroom is set up, you can go inside on the first day, but you must wear a mask and follow [our health and safety guidelines](#).

If you bring your child to the British Council, try to arrive no more than five minutes early so we have time to clean and disinfect classrooms between classes.

In class and at break times

Our teachers know how to teach in a socially-distanced classroom; they know what resources they can use and what kind of activities they can do safely.

They won't use shared resources such as iPads and activities will avoid the need for any close contact between students or between students and their teacher.

Classes on each floor will have their break at different times so we keep each group in their bubble and students must stay on one floor of the building

The only exception to this rule will be for students in the two ground floor classrooms, who will need to use the bathrooms in the basement.

After class – leaving the building

Teachers will finish classes on time to make sure there is time for staff to clean and disinfect classrooms between sessions.

Please be at the British Council on time to pick up your child. Don't come inside unless you need to speak to a member of our Customer Services staff and avoid crowding round the main entrance while you wait for your child to come out of the building.

What if there is a case of Covid-19 at the British Council?

If you, your child or someone they have been in close contact with tests positive for Covid-19, you must let us know immediately.

We will declare any confirmed case of Covid-19 to the local authorities following the guidance given by Regional Health Inspectorate and Ministry of Education.

If a student or a teacher at the British Council tests positive for the virus, parents of all the students in the class will be informed by email and via ClassDojo/Edmodo and the class will move online for two weeks (same days/times).

There are, of course, lots of possible scenarios involving either students or members of staff. With support from our regional teams, we have planned a response for as many of these as possible and we will act promptly and responsibly to keep our staff and our customers safe.

If you have any concerns or need help, you can email our Student Service Team at:

learnenglish@britishcouncil.bg, contact us via [Facebook Messenger](#) or call us:

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British Council in Bulgaria

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