

Yellowhouse COVID-19 Policy: March 2020



Yellowhouse is a leading training and consulting company based in Brisbane, with several active facilitators and backup trainers.

1. **Public courses:** Yellowhouse offers a regular public training schedule at the Hilton Brisbane Hotel, with courses available most weeks across 12 training products
2. **In-house courses:** Yellowhouse offers in-house courses and workshops for agencies and companies who will bring a staff group together for their training with a Yellowhouse facilitator.

We are guided by the official Australian Government and Queensland Health positions, with specified responses to be followed as directed.

Updates

- We will update as required
- 23 March 2020: Public training courses suspended on Australian government advice [here](#)
- 17 March, 2020: Queensland Health policy [at this link](#)
- 11 March 2020: The World Health Organization declared COVID-19 as a [pandemic](#).

Our commitment

Yellowhouse will maintain face-to-face training services wherever and whenever possible during the pandemic. In the event of any impact related to COVID-19, we will take actions to protect our customers and stakeholders. To date, we have had no issues, with very few infections in Queensland and no disruptions.

However, we understand that some customers may have concerns based on company/government advice and restrictions. Please contact us with your concerns.

1. **Community:** We will support government decisions and advice to minimise social contact and exercise caution in the broader community.
2. **Customers:** We will act to protect your interests in the event of any impacts from the COVID-19 pandemic. Where possible, we will arrange virtual training or deferred courses.
3. **Facilitators:** We will ensure our facilitators are virus-free. In the event of infection, the trainer will remove from the class and go through the Queensland Health requirements. If we cannot replace a facilitator during a course, we may be able to continue a course in Virtual mode.

Risk management

1. **Hilton Public groups:** Yellowhouse will defer a training course if the government makes decisions that place restrictions on our activities.
2. **In-house groups:** Yellowhouse will only defer a training course if the client experiences Covid-19 related issues and cannot attend, or if the government makes decisions that place restrictions on community activities.
3. **Individual responsibility:** We are guided by Queensland Health advice that if a person is diagnosed with the virus, they should be hospitalised. There is then a process to review people at risk who will be advised to self-quarantine for 14 days.

Workarounds

As a workaround, Yellowhouse can provide contact-less training. We already offer several courses in online mode.

1. **Online courses:** Several of our professional AXELOS and APMG courses can be taken online.
 - See attached AXELOS and APMG list.
 - We also offer specialist courses online, including Scrum and Six Sigma with VMEdU.
2. **Virtual training:** Specific courses can be offered with a live facilitator in a virtual classroom. We have developed three options:
 - **Live courses:** some candidates may need to stay away from the group event but be able to join online through the virtual classroom.
 - **Replacement courses:** We can offer a full course online with remote access for up to 50 participants.
 - **New Virtual training:** We may provide the virtual option for a range of courses in the future as needs change.

Keep safe.

Yours sincerely

Brian Phillips and Lizz Robb
Company directors