

COVID-19: Education technology is key



Stephen Goodall, UhUb, explains why training is critical in the new COVID-aware environment.

2020 WAS a revolutionary year for the cleaning sector as COVID-19 changed the way cleaning is considered by service users, deliverers, staff, and supporting industries.

Cleaners have become recognised as essential workers, there is a heightened awareness of the importance of cleanliness in assets and environments, and of liabilities, and the exploding awareness in the service user base has also created a demand for improved delivery, adaptability, saturation, and demonstrability of training.

The pace at which businesses have been required to change is unprecedented and there is now a need to do so much more than ticking a box, as some do, with irregular 1-2-1 activity and 1-hit training. This alone isn't enough to ensure people and premises are COVID-Safe.

COVID-19 has created an increase in liability for the cleaning sector and the need for greater more demonstrable compliance.

If 2020 was a year of transformation in cleaning standards, 2021 and beyond is going to see an increased emphasis on being able to demonstrate compliance. Accountability is going to become increasingly important and where compliance is concerned if training is not constantly updated, available and applied, or you don't have the data to demonstrate engagement, you may as well have not done it at all. The ability to share, and prove, training for all will continue to be more critical to safety, compliance, and customer assurance.

Speaking to insurance companies has highlighted a shift in requirements away from what has been the historic norm, and towards a growing expectation for improvements to happen quickly. With Company liability being something that requires addressing in new ways, and COVID liability here to stay, a new burden of proof is being created and there will be a greater need for far better saturation

of training with full live data reporting.

Basically, training some and proving it with a signed piece of paper or a spreadsheet is no longer going to pass the bar. Standards of reporting will need to be much higher and will be thoroughly scrutinised more than ever before.

Companies will need to be able to deliver any training, standard or responsive, to whole-workforces, specific teams or individuals, and be able to demonstrate results through live data reporting, showing exactly what training is deployed to whom and, who has done what, when, all in real time.

Training and engagement

It's clear that demands and methods for training and engaging cleaning staff have changed, and 2020 made that happen at a greater pace than expected as Education Technology is accepted by many as the way to go. Understanding education technology is to understand how important it is to be compliant with live data, and to have an engaged, motivated workforce that, with saturation of up to the moment, flexible and wide-ranging training, can help

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your people improve and enable them to deliver higher cleaning standards with greatly reduced risk.

2021 will see a continuation of changes in the way the sector operates, and we believe this is for the better. Scrutiny on education and its saturation will improve the sector, from how workforces are engaged with to being able to demonstrate training practices and compliance.

The post COVID world is an exciting opportunity if you are ready to embrace it.

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