



Covid-19 disrupted the Chartered Institute of Procurement and Supply's (CIPS) training programme at Wyboston Lakes Resort for several months. Here's how it got back on track after lockdown.

The Challenge...

Covid-19 brought the meetings, training and events industry to a halt in mid-March this year, training company T2P was halfway through training hundreds of procurements and supply management professionals for the Chartered Institute of Procurement and Supply (CIPS) at Wyboston Lakes Resort

In response, T2P temporarily moved its teaching online. The demand for face-to-face learning remained high however, and CIPS gave the go ahead for training to return in July when the UK's lockdown restrictions eased.

T2P was tasked with getting CIPS residential training courses and computer-based exams back up and running in a socially distanced and Covid-safe environment. This was particularly challenging because the number of people needing to take exams had increased by more than 50% to 380 people because many of the alternative exam centres were still closed.

The Solution:



For a solution, T2P founder Paul Robinson turned to Wyboston Lakes, a training venue he has used every year since 2009. "What I look for in a venue is staff that are committed to you, as well as the right facilities," explains Robinson. "And during these testing times, the staff at Wyboston Lakes were very supportive."

The biggest challenge for T2P was accommodating 380 candidates who needed to go through the exam centre over a two-week period with the maximum in the room being 20 at a time. T2P worked closely with the team at Wyboston Lakes to plan a safe and workable solution. As a result, Wyboston Lakes was able to offer the room sizes and layout allowed for this higher volume of guests while maintaining social distancing.

The team at Wyboston Lakes was able to reassure T2P's trainers and learners of any Covid-related concerns by presenting its SafeEvents plan, which had been developed to ensure all the venues at the Resort could operate safely, and in accordance with government guidelines, for both guests and team members.

In fact, some of the venue's meeting spaces had remained open during lockdown to provide essential training for the NHS, which meant its SafeEvent measures had been tried and tested already.



Key points in the policy involve advising guests on social distancing rules, the introduction of maximum capacities in public areas and the rearrangement of layouts to ensure a 'one-metre-plus' distance is upheld.

The venue also introduced thermal temperature check technology on arrival at each venue, an online food ordering portal for use in the bar and bedrooms and all the in-room information went online too. Cleaning regimes were intensified, with hand sanitising stations placed in high traffic areas. Robinson said: "Wyboston Lakes shared a large amount of useful information on their website on how to hold a safe meeting. I was able to send an electronic version of this to delegates before the start of the programme so they knew what to expect."

Post Event:

Robinson said: "Our events in July were successful due to the efforts put in by all the team at Wyboston Lakes, including the sales and operational staff, who were all very accommodating given the current restrictions and are extremely committed to our events going ahead with as little disruption as possible whilst keeping everyone safe. Everyone took the time to explain the procedures required in both The Woodlands Event Centre and The Waterfront Hotel.



"All the training rooms were socially distanced, and the meetings went well. The most we had in terms of attendees was eight, which was fine as we normally only have small groups for training. The feedback from the learners was very positive especially in relation to the Covid-19 measures that the team at Wyboston Lakes had put in place."

