

# Keep Safe Training



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**Your guide to health and safety,  
food safety and public health training**

Here to help



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

## Examples of courses on offer

|   | ACCREDITED QUALIFICATIONS<br>Subject Level (and duration)   | HEALTH AND SAFETY  |
|---|---|--|
| 1 | (half day including multiple choice exam)   | Health and Safety in the Workplace   |
| 2 | (one day including multiple choice exam)  | Health and Safety in the Workplace<br>Principles of Risk Assessment  |
| 2 | (half day including multiple choice exam)   | Manual Handling<br>Control of Substances Hazardous to Health   |
| 3 | (three days plus multiple choice exam)  | Health and Safety in the Workplace   |
| 3 | (one day plus 20 hours assignment in own time )   | Risk Assessment Practices and Principles   |
| 4 | (five days plus written assignments in own time and written exam)   | Health and Safety in the Workplace   |
|   | <b>NON-ACCREDITED WORKSHOPS AND COACHING</b>  |  |
|   | <b>Two to three hours</b> - for SMEs, voluntary organisations, education services, health and social care. Suitable for owners, managers, staff, trainers and enforcement officers (certificate of attendance provided) | Basic Health and Safety in Hotels/Businesses/ Offices/ Voluntary Sector  |
|   |   | Health and Safety Awareness  |
|   |   | Health and Safety Management Update for Level 3 or 4 candidates  |
|   |   | A variety of workshops on individual subjects such as: cellar safety, safe knife handling, fire safety, lone working, asbestos, auditing skills, legionella, noise at work, working at heights, and clinical waste |
|   |   | Developing workplace/food safety cultures for SME  |
|   | <b>One day</b>  | CPD for Enforcement Officers   |
|   | <b>Three days</b> (plus assessment/exam preparation in own time)  | Professional Trainer Certificate   |

| FOOD SAFETY  | PUBLIC HEALTH                                  |
|--|--|
| Food Safety Awareness in Catering                            | Healthier Eating and Special Diets             |
| Food Safety in Catering                                      | Healthier Eating and Special Diets             |
| HACCP in Catering  | Emergency First Aid                            |
|  | Hygiene in Health and Social Care              |
|  |  |
| Supervising Food Safety in Catering                          | Healthier Eating and Special Diets             |
| HACCP in Catering  |  |
| Managing Food Safety in Catering                             |  |
|  |  |
| Food Hygiene Awareness/Refresher                             | Pest Management Awareness                      |
| Food Allergy Awareness                                       | Bed Bug Control                                |
| Food Safety Management Update for Level 3 or 4 candidates    | Nutrition Awareness                            |
| Safer Food Better Business                                   | Cleaning and Housekeeping for Small Businesses |
| Keep it Simple: Improving Scores on the Doors                | Infection Control                              |
| Food Safety Coaching for owners/managers of small businesses | Under-age Sales                                |
| owners/managers  |  |
|  | Auditing Skills                                |
|  |  |

# Welcome

The Council's award winning public health training and coaching service has been running since 1989 and trains over 2,000 people a year.

This leaflet outlines our services and tries to answer some of the most frequently asked questions. For more detailed information, please contact us – details are at the back of the leaflet.

## The Royal Borough's public health training and coaching service

### Why use the service?

Training courses provide staff with knowledge, understanding and theory of good practice. However, training means the continuous, correct, practical application of theory taught on courses. Certificates on their own do not reduce risks.

Owners and managers have a vital part to play in the training cycle. Effective training in small or large organisations can only be achieved working



from the top down. You will be ignoring your management responsibilities if think it is sufficient just to send your staff on a Level 1 or 2 course and not provide them with the necessary informed supervision. Owners and managers should consider attending Level 3 or 4 courses to ensure that they can properly supervise, instruct and/or train their staff about safety issues specific to their work.

Training will motivate staff, provide them with a vocation related qualification, set a benchmark, reduce waste, contribute to compliance with the law, and reduce complaints or accidents.

## What level of training do I need?

Staff changes, promotion, accidents, illness and injury at work, risk assessments, food safety management procedures, complaints, or non-compliance of law will determine the appropriate level and frequency of training.

## Who uses the Council's Service?

Businesses, health and social care organisations, education services, local authorities, voluntary and community organisations, tenant management organisations, housing associations, employment and business support organisations, adult and family learning groups, enforcement officers and individuals throughout London and the South East.

## Do you offer special help for owners or managers of small food businesses?

Yes, we provide an onsite food safety coaching service. This service is charged by the hour. You may need guidance about cleaning, pest control, food safety management systems, staff training, or compliance with the law. (You will remain wholly responsible for complying with your legal responsibilities, regardless of speaking to a coach).

## What does the law say about training?

The Health and Safety at Work Act, and the Management of Health and Safety at Work Regulations, require all employers to provide whatever information, instruction and training is needed to ensure, so far as is reasonably practicable, the health and safety of their employees. Visit **[www.hse.gov.uk](http://www.hse.gov.uk)** or telephone **0845 609 6006** for free advice.

In addition, Food Safety Law (EC Regulation 852/2004) requires food business operators to ensure that their food handlers are supervised and instructed and/or trained in food hygiene matters relevant to their work activities. Visit **[www.food.gov.uk](http://www.food.gov.uk)**.

# Choosing and booking a course

There are some examples of the types of courses we run on pages 2 to 3.

## Where can I find out about the awarding bodies and syllabuses?

Visit **[www.cieh.org](http://www.cieh.org)** (tel: **020 7928 6006**), **[www.rsph.org.uk](http://www.rsph.org.uk)** (tel: **020 3177 1600**) and **[www.highfieldabc.com](http://www.highfieldabc.com)** (tel: **0845 2260350**) for syllabuses of the accredited qualifications. If you would like to attend or want us to run any of their courses please ask. Some of the examination bodies require candidates to have achieved a specific level of knowledge before attending an accredited level course (for example, Level 2 before Level 3). Please check with the appropriate examination body.

## What do the Award Levels mean?

The table on page 8 illustrates the various accredited, vocational related qualification award levels and who would benefit from them. For further details visit **[www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk)** or **[www.ofqual.gov.uk](http://www.ofqual.gov.uk)**.



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| Level | Who for?   |
|-------|--|
| 1     | New staff that need simple training to keep them and those around them safe. Front of house, retail, first job, cleaners, checkout staff, health, children and social care work, or those with special needs. Staff working with low-risk and wrapped foods. |
| 2     | Staff working in the subject area. Shop floor, frontline in production, health, education and social care work, retail or other services. Food handlers working with open and high-risk food.  |
| 3     | Owners of businesses, managers, supervisors, team leaders.   |
| 4     | Owners of businesses, managers and potential trainers.   |

## When are the courses run?

Please contact us for course dates. Additional courses are arranged depending on demand, and waiting lists are kept. Courses may be postponed, re-scheduled or cancelled at the discretion of the Council.



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## Where are the courses run?

Courses are usually held in the Council Offices near Earl's Court underground station. They can also be delivered at your premises (subject to certain criteria).

## Who are the Council's trainers?

The trainers are either Council officers or approved trainers under contract to the Council. The Royal Borough is one of many registered training organisations and will provide help and guidance where possible.

## What other courses are on offer?

The Royal Borough also offers a range of non-accredited short training sessions or workshops. There is no accredited qualification exam at the end of these courses. Examples of some of our most popular courses are shown at the start of this leaflet, but visit our website as new courses are continually developed. The short workshops are suitable for a wide range of small businesses, and both public and private sector organisations. They will suit owners, managers, staff, trainers and enforcement officers. If you cannot find what you are looking for please ask us.

Here to help

## How do I organise a course to be run in my premises?

Please call **020 7341 5606** or email **environmentalhealth@rbkc.gov.uk**. Fees are based on a minimum of eight per session (maximum is 15). You must provide tables, chairs, laptop, digital projector, screen, flipchart, wall mounted clock, TV and a DVD/video player. We cannot shorten courses on the day of training to suit your operational needs.

## Do you offer e-learning?

This service is under development. When it is available, details will be announced via the Council's website.

## How much do the courses cost?

Please contact us or visit our website for the latest course fees. Fees include both materials and the examination – though exam re-sit fees may apply. The fees do not include lunch and are subject to change at the discretion of the Council. VAT is not applicable to local authority training fees.

## How do I book a course and make payment?

Call **020 7361 3002** to make a course booking. If you are paying by card, please tell us when you call.

We accept MasterCard and Visa credit cards and Switch, Solo, Visa Electron, Delta and Maestro debit cards. We do not accept American Express.

If you pay by card, your booking is confirmed and we will send you joining instructions. You must read these carefully and pass on the information to any of your staff who will be attending training.

If you do not wish to pay by card, we will accept your telephone booking as provisional. We will send you a training agreement. You need to read, complete, sign and return the top copy of the agreement within 14 days of your original booking. Please read the “small print” on the agreement. When we receive the agreement, we will send you joining instructions and an invoice. If you do not return your agreement within 14 days, your place(s) will be given to others or the course cancelled.

## Do you offer discounts or concessionary rates?

Yes we do. Contact us for details of fees for block bookings, courses to be run in your premises, or if you are from the health, social, voluntary, local authority or education sectors. We also have special offers from time to time.



## How should I prepare my staff for a course?

Your staff will need to know why you are sending them on the course. You must tell them about the supervision that you will give them afterwards so that the theory learnt can be put into practice. We will send you joining instructions and a map to pass on to your staff. Please emphasise the need to be punctual as late comers may be turned away at the discretion of the trainer with no refund fee given. Staff who have just come off shift duty will not benefit from training.

You staff will need to know if they are to do an examination at the end of the course or on a set date. Level 4, certain Level 3, and training skills candidates will have assignments to complete in their own time too.

If your staff have any special needs, for example they have a physical or learning disability or have a first or second language other than English, please tell us when you book. The Council will then advise the trainer, and where necessary may apply to the examination body on their behalf to seek arrangements before they sit the exam. Information about courses run in languages other than English is available.



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# Attending a course

## What are the attendance arrangements?

Please turn up at least ten minutes before the start time of the course. Late comers may be turned away at the discretion of the trainer. You will not be allowed to sit the examinations unless you have attended 100 per cent for Level 1 and 2 courses, or a minimum of 80 per cent for Level 3 and 4 courses.

## Do I need to bring any identification?

For Level 1 to 4 courses you will need to produce photographic identification, otherwise you may not be able to sit the exam.

## What does the training involve?

The majority of accredited qualification courses at Levels 1 to 4 will take place in a training room. The trainer has to follow a syllabus and code of practice set out by the awarding body. There is some flexibility for the style of delivery and tailoring to meet your needs. A mixture of presentations, group

work, quizzes, films, handouts, and candidate participation are designed to ensure that you get the most out of the event. During train the trainers courses there is a chance to practise your delivery in front of others! Half or whole day workshops are generally relaxed and involve activities and discussion. Group sizes range from eight to 15.

## **When will I receive my certificate?**

Provided you have paid for the course and passed an examination, your certificate will be posted to you about four to six weeks after the training has taken place. We can issue Certificates of Attendance for all those who complete courses, regardless of an examination.

## **How do you help candidates with special education needs, learning difficulties, physical disabilities, a first or second language other than English, and special cultural or religious needs?**

If you have any special needs, the Council should be told at the time of booking. Please tell us at least four weeks before the training takes place.

## Do I have to take an examination?

You can attend accredited qualification courses and opt out of taking the examinations. You will receive a certificate of attendance. The course fee you pay will exclude the cost of the examination.

## Will I have any work to do in my own time?

If you do Level 3 or 4 qualifications or a train the trainers course then there will be preparation work to do in your own time. For Level 4 courses, you will have to submit an assignment (and pass!) at least four to six weeks before the course examination date. The trainer will give you more information at the start of the course.

## What about course reading material?

You will be given appropriate reading materials on the first day of your course. These are included in the course fee. If you would like to prepare for the course in advance you can get free information from the Health and Safety Executive or Food Standards Agency. You can also buy materials from the examination bodies.



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## How long do the certificates last?

There is no expiry date on the certificates. Attending a course is only part of the training cycle. To demonstrate that you have been trained you must put the knowledge you have gained into practice.

## Do certificates demonstrate evidence of training?

Training could be defined as “knowledge, plus understanding, together with the correct practical application of the theory taught on a course”. A certificate on its own does not provide evidence of training, nor will it satisfy legal requirements.





# Other frequently asked questions

## What about Data Protection?

The Council has a data protection policy to ensure that it complies with current data protection legislation. This may be viewed at **[www.rbkc.gov.uk](http://www.rbkc.gov.uk)**.

## How do I make a comment, suggestion or complaint?

The Council welcomes feedback about its services. If you would like to make a comment or complaint about our services, you can contact us or visit our website **[www.rbkc.gov.uk](http://www.rbkc.gov.uk)**.



## Disclaimer

The Council's courses, coaching and training interventions do not constitute compulsory attendance or training solely provided by the Council. The Council reserves the right to cancel, postpone or reschedule any of its courses. The fees charged are to cover the cost of administration, examinations, materials and delivery of training, and not for profit. The Council reserves the right to amend the advertised course fees. If you attend any of the Council's training sessions it will not exempt you from being served with any legal notices in connection with current EC or UK food safety, health and safety or other legislation should a contravention be identified in your business or by your staff. Nor will attendance of the training courses provide you with a guarantee that the Council will not take criminal prosecution action against you, should such action be considered necessary. Ensuring compliance with the legislation is your responsibility.

## How to contact us

### Public Health Training Service

Environmental Health Department

Council Offices  
37 Pembroke Road  
London W8 6PW

Tel: **020 7361 3002**

Fax: **020 7341 5654**

Email: **[environmentalhealth@rbkc.gov.uk](mailto:environmentalhealth@rbkc.gov.uk)**

Web: **[www.rbkc.gov.uk/publichealthtraining](http://www.rbkc.gov.uk/publichealthtraining)**



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Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.



## Environmental Healthline

Tel: **020 7361 3002**

Email: **[environmentalhealth@rbkc.gov.uk](mailto:environmentalhealth@rbkc.gov.uk)**

PLEASE  
PLACE  
CORRECT  
FSC LOGO  
HERE