Public Health Training Service information

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General FAQs

Why use the service?

The Royal Borough of Kensington and Chelsea’s training service has been delivering food safety and health and safety courses since 1989.

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 risk, prevent accidents or prevent food poisoning.

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 you think it is sufficient just to send your staff on a Level 1 or 2 course and not provide them with the necessary 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?

The level of training should be commensurate with a person’s work activities. For example:

Level 1 – New employees, induction, low risk work activities

Level 2 - Employees

Level 3- Owners, Managers, Supervisors, and potential Trainers

Level 4 - Owners, Managers, and potential Trainers

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.
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 Health and Safety Executive [1] HSE or telephone 0845 609 6006 for free advice.

Food Safety Law (EC Regulation 852/2006) requires food business operators to ensure that their food handlers are supervised and instructed and/or trained in food hygiene work relevant to their work activities. Visit the Food Standards Agency [2].

Enforcement officers will assess legal compliance by:
- Questioning the business operator
- Using the qualifications frame work as a guide
- Linking non-compliance to a safety problem
- Questioning the employees.

Compliance is not necessarily demonstrated because a particular employee has attended a course and gained a certificate. The course may not have been relevant to their work activity or responsibilities, they may have forgotten the information gained on the course, and/or they may not be putting into practice what they have been taught.

Choosing and booking a course

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

- Visit Highfield Qualifications [3] for syllabuses of the accredited qualifications. They have been approved by Ofqual [4] as awarding bodies. 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.

What do the Award Levels mean?

A table illustrating the various accredited, vocational related qualification award level and who would benefit from them is available here [5]. For further details, please visit Ofqual [4].

When are the courses run?

Course dates are listed under Food Safety [6], Health and Safety [7] and Personal Licence Holders [8] and Environmental Principles [9] training. 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.

Courses will only be run when eight or more candidates have paid in advance. The Council will not run open courses with less than eight candidates.

For courses in your premises, the minimum payment will be based on eight people, irrespective if you have fewer candidates present for the course.

Fees are subject to change at the discretion of the Council.
How much do courses cost?
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?
Please note the Council will only accept course bookings by credit or debit card, except for large organisations or businesses where electronic payment is accepted. BACS payment may be arranged. Invoices will be issued upon request.

Call 020 7361 3002 or complete the enquiry form [10] 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.

Invoices must be settled within 30 days or before the course start date (whichever date is sooner).

Certificates and course results will not be issued until payment is received.

What is the course cancellation policy?
Cancellations or postponements made by Individuals or Organisations more than 14 days before the scheduled course must be made in writing and may be transferred to an alternative course date or given a refund. The exception will be made on production of a medical certificate signed by a hospital or general practitioner. Substitutions in place of the named candidate(s) are acceptable on the above course. Any request to transfer the candidate(s) on to a similar level course on an alternative date must be made in writing at least 14 days in advance of the course. Cancellations or non-attendance made less than 14 days before or on the day of the course will not receive a refund.

Do you offer discounts or concessionary rates?
Yes. Candidates from the health, social, voluntary, education sectors or local authorities are eligible for concessionary rates. Reduced fees per person are available for courses run in your premises. These are based on a minimum of eight people per course attending.

A discount is also offered on block bookings and courses run in your premises. Please contact us at publichealth.training@rbkc.gov.uk [11] for further details.

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 and workshops. There is no accredited qualification exam at the end of these courses. 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 [10].

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

Please call 020 7341 5606 or email publichealth.training@rbkc.gov.uk [11]. Fees are based on a minimum of eight per session (maximum 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.

How should I prepare my staff for a course?

Your staff will need to know why you are sending them on a 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 onto 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 given. Staff who have just come off shift duty will not benefit from training.

Your 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 and certain Level 3 candidates will have assignments to complete in their own time too.

How do you help candidates with special educational needs, etc?

If your staff have any special needs, for example they have a physical or learning disability, or are non-native English speakers, please tell us at the time of your booking. 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.

If any of your staff need support with Basic English, Maths and Computer Skills at Level 1 then please contact Nova New Opportunities on 020 8960 2488 or visit www.novanew.org.uk [12]

Is there any Reasonable adjustment for candidates who may be sitting an examination?

Candidates may need reasonable adjustment to undertake examinations if they have:
- a permanent or long-term disability, medical condition, or special educational need;
- a temporary or short term disability, medical condition or special educational need;
- been indisposed at the time of the examination or assessment;
- or, English as another language;
The Council will then make formal application to the appropriate awarding examination body. There may be a delay in the candidate’s examination date pending a decision or appeal. The Council will refer to the awarding body’s procedures before an application.

**How do you help staff who do not speak or read English as a first language?**

Our courses are delivered in English. Guidance may be given if you are looking for a trainer to deliver courses in other languages apart from English. You will also be given details of publications produced in other languages. Depending upon the awarding body some subject examination papers may be available in other languages. The Council must be given four weeks’ notice if special language papers are to be ordered. You may also contact the following to find out more about language trainers and papers:


The Council also works in partnership with Hammersmith and Fulham Adult Learning and Skills Service [13] who provide various courses.

**How does the Council promote equality and diversity?**

The Royal Borough of Kensington and Chelsea has a clear policies, visit

- Equalities and Diversity policy [14]
- The Corporate Equality and Diversity Document [15]

**Do you offer guided learning or distance learning?**

The Council offers guided learning courses leading to accredited qualifications awarded by Highfield Qualification (www.highfieldqualifications.com [3]). These qualifications are relevant and fully in line with industry and regulatory standards.

Organisations and businesses that have four or more people can access the programme, both study and exam dates will be agreed. For further information see Guided Learning [16]

**Attending a course**

**What are the start and end times of the courses?**

- Course start and finish times for whole day courses at Levels 2, 3, and 4:
  - Start – 0900 unless otherwise advised.
  - End- 1700 (approximately)
- Course start and finish times for half day courses:

  Allow three and a half hours for Level 1 and some Level 2 qualifications

- download a map of the training venue [17]
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.

What is the course programme?

This will be given to you at the start of each course. The majority of accredited qualification courses at Level 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. Half or whole day workshops are generally relaxed and involve activities and discussion. Group sizes range from eight to 15. If you do Level 3 or 4 qualifications, or a train the trainer course, then there will be preparation work to do in your own time. For Level 4 courses, depending upon the examination body, you may have to submit an assignment at least one month before doing an examination.

Where can I find a course syllabus and the course aims and objectives?

Visit Highfield Qualifications [3] for your appropriate course information.

Is there a pre-course reading list?

Visit Highfield Qualifications [18], Health and Safety Executive [1], Food Standards Agency [2] for suitable reading lists and publications. Many of the organisations provide excellent online advice too.

Do I need to bring photographic identification?

All Level 1 to 4 candidates must bring some form of photographic ID if they are attending courses that end with an examination. No ID = No examination. The following are acceptable: passports, national identity cards, driving licenses, work identification, college or school identification, travel card, etc. They must be in date. If not in possession of any of these then someone in a management position must be able to vouch for them.

When are the Examinations and Assessments?

Examination dates are given on the training agreement or on the joining instructions sent to you. You will be notified of any changes in advance or during the course. For Level 3 and Level 4 courses please let us know if you cannot attend the examination date given to you. For Level 1 and 2 courses the examinations are normally held at the end of each course.

Visit please visit Highfield Qualifications [19] for examples of examination questions

Special dispensation for language or special educational needs and learning difficulties, illness, or impairments may be arranged with the examination bodies. The Council will need at least four
weeks’ notice if they are requested to support you or your candidate.

Who are the Awarding Examination Bodies and what are their contact details?

The Council uses the awarding bodies below. These have been approved as awarding bodies by The Office for Qualifications and Examination Regulations Ofqual [4]

- **Highfield Qualifications** [18]
  Tel:0845 2260 350 (customer services)

In February 2011, The Council’s training service submitted a completed Centre Self-Assessment Audit form for the Quality Assurance Team at the Chartered Institute of Environmental Health. The QA Manager responded in writing with the following comments: “An excellent audit, containing detailed information of the systems and procedures in place at this centre. A varied and comprehensive selection of evidence has been supplied. A commendable audit performance. Percentage score: 100%.”

When will I receive my certificate?

The examination papers are marked by the awarding bodies. If you pass an examination a certificate will be sent to you or your employer about six to ten weeks after the training course has taken place. Certificates will not be posted out to you unless payment has been made. There is a charge for replacement certificates. Please call the Environmental Healthline on 020 7361 3002.

How long do the certificates last?

There is no expiry date on certificates. The examination bodies recommends refresher training every 36 months. However, risk assessments, food safety management procedures, legal notices, civil action, complaints, changes in processes and use of ingredients, accidents, food poisoning, staff promotion etc will all influence when training is required. Achieving a certificate is only part of the training cycle. To demonstrate that you or your staff have been effectively trained you must put into practice what you have been taught, or if you are a manager you must supervise and instruct your staff that have received the training. A supervisor or manager should be looking at attending a Level 3 or 4 qualification course.

What is the dress code?

This is normally casual unless your employer or manager states otherwise.

Is there any Health and Safety Information?

The Council has a Health and Safety Policy which is adhered to, such as no smoking, fire procedures, evacuation procedures and first aid information. You will be given health and safety 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 [1] or Food Standards Agency [2]. You can also buy materials from the examination bodies.

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.

What does the training involve?
The majority of accredited qualification courses at Level 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 trainer’s 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.

Other frequently asked questions

How do I become a food safety or health and safety trainer?
To deliver courses leading to approved awarding body qualifications go to:

- Highfield Qualifications [3]
- Royal Society for Public Health [20]

For example, to deliver Level 1 or 2 courses you will need a Level 3 qualification (or equivalent) in the subject that you wish to tutor, and a Level 3 Award in Training Skills and Practice (or minimum equivalent). If in doubt contact the above awarding bodies about your application.

What about Data Protection?
The Council has a data protection policy to ensure that it complies with current data protection legislation available on our website [21].
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 [21].