Environmental Health Training Service

COURSES

DEVELOPMENT

QUALIFICATIONS
“Have you the confidence and ability to work safely at your level of responsibility?”

Useful websites:
- Training: www.rbkc.gov.uk/publichealthtraining
- Food safety: www.food.gov.uk
- Health and Safety: www.hse.gov.uk
- Fire Safety: www.london-fire.gov.uk
- Alcohol Licensing: www.gov.uk/guidance/alcohol-licensing

Our fee structure:
Course fees are on our website. Standard fees apply to businesses. Concessionary fees are available for charities, education and healthcare services, residents, and local authorities. Ask about open and on-site or in-house fees too. VAT is not applicable. All fees are subject to change. Please enquire about discounts.
A highly qualified and trained workforce can contribute to the success of any business or organisation.

The Royal Borough of Kensington and Chelsea’s Training Service provides a range of training courses that will enhance and develop the skills of your workforce to consolidate and build on their knowledge.

Open courses are delivered near High Street Kensington Station, or subject to criteria on-site in London and elsewhere.

Please contact us if you would like to discuss how our training service can help you, or course content in more detail.

To make a booking or to arrange an onsite course you can send an email to publichealth.training@rbkc.gov.uk or call us on 020 7361 3002.

Additional courses start throughout the year. Please visit our website www.rbkc.gov.uk/publichealthtraining or call for details.
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Further information about all our courses and training service is at [www.rbkc.gov.uk/publichealthtraining](http://www.rbkc.gov.uk/publichealthtraining).

We are a Highfield Qualifications registered centre.
On-site training

For the service to deliver on-site training you must meet the following criteria:
A minimum of six learners per course.
In addition, you should be able to provide the following:
- Laptop or PC, DVD playing facility with speakers, digital projector, screen
- Flipcharts, pens, pencils, erasers, board markers, paper
- Lectern, tables and chairs for learners and trainer
- Refreshments.

Courses can be run outside London subject to criteria. You will be charged for accommodation and transport costs incurred by the trainer.

If you want to book a training venue in The Royal Borough of Kensington and Chelsea try: https://www.rbkc.gov.uk/leisure-and-culture/culture/conference-and-meeting-rooms

Award levels

**Level 1** - ensures that learners are equipped with a knowledge of basic subject matter to enable them to work safely. Multiple-choice exam. Not required to progress to level 2.

**Level 2** – ensures that a learner is aware of the hazards and controls associated with the type of work they undertake. Level 1 is not a pre-requisite. Multiple-choice exam.

**Level 3** – ensures that supervisors/managers are aware of the legislation applicable to safety and how to communicate the required standards to employees. Certain Level 3 Awards have entry-level pre-requisites. Multiple-choice exam.

**Level 4** - ensures that managers are aware of the procedures and standards required to ensure safe food is served at all times and that due diligence is taken. Pre-requisite entry requirements apply. Multiple-choice and written examination.
FOOD SAFETY
Level 2 Award in Food Safety

This regulated qualification will help you safeguard yourself and your business against potential loss of income. Ideal for anyone working in a setting where food is prepared, cooked and handled.

Who should attend?
Anyone working in a catering, manufacturing or retail setting where food is prepared, cooked and handled. Typical environments may include:
- Pubs, hotels, restaurants
- Supermarkets and retail environments
- Food and drink manufacturers
- Hospitals
- Care homes
- Schools and Nurseries
- Prisons.

What will I learn?
This course will give learners a firm grasp of the importance of food safety and knowledge of the systems, techniques and procedures involved.

Course duration
One day.

Assessment and certification
Multiple choice exam.

This course will cover the following areas:
- The importance of food safety and knowledge of the systems, techniques and procedures involved
- Understanding of how to control food safety risks (personal hygiene, food storage, cooking and handling)
- Confidence and expertise to safely deliver quality food to customers.

Ask us about
- Level 2 Award in Healthy Foods and Special Diets
- Level 2 Award in Food Allergen Awareness and Control
- Level 3 Award in Food Allergen Management
- Level 3 Award in Food Safety in Catering
- Level 2 Award in HACCP in Catering
- Level 3 Award for HACCP in Catering

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Level 3 Award in Food Safety

The course will help those with responsibilities to understand their food safety roles and how to encourage, monitor and implement high standards of food safety.

Who should attend?
Food business operators, managers, supervisors and unit leaders.

What will I learn?
This course will give learners a firm grasp of the importance of the role of the manager and supervisor in ensuring food safety and knowledge of the systems, techniques and procedures involved to a high level.

Course duration
Three days (including the examination).

Assessment and certification
Multiple choice exam.

This course will cover the following areas:
- The importance of managing food safety and knowledge of the systems, techniques and procedures involved
- Understanding of how to monitor control food safety risks (personal hygiene, food storage, cooking and handling)
- Confidence and expertise to maintain a food safety culture which is essential to ensuring safe food.

NB: If you work in a food environment then you will need to know about health and safety in the workplace too.

Ask us about
- Level 3 Award in Food Allergen Management
- Level 3 Award for HACCP in Catering
- Level 4 Award in Managing Food Safety in Catering

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Level 4 Award in Managing Food Safety

This regulated qualification is intended for those whose job requires them to have some responsibility for food safety.

Who should attend?
Learners are likely to have management responsibilities for an operational team.

What will I learn?
The subject of food hygiene at a suitable depth to ensure learners have a thorough knowledge of hazards and controls; its focus is on the importance of developing, implementing and monitoring food safety procedures.

Course duration
Five and a half days.

Assessment:
Two and a half hour exam (written and multiple choice).

Ask us about
Level 3 Award in Food Allergen Management

This is a five-day course.
Level 2 in literacy and numeracy is advised.
Time will be required for in-depth self-study and revision.
Learners must have a Level 3 Award in Food Safety in Catering.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Level 2 Award in Healthy Foods and Special Diets

This will introduce food handlers to the importance of providing healthy foods and how to plan feeding those who have special dietary needs.

Who should attend?
Anyone needing to know about the basic principles of nutrition and healthy eating.

What will I learn?
This qualification syllabus covers the key components of a balanced diet, and requirements for adults and children. Salt, sugar and fat substitutions or alternatives are discussed. Menu planning for consumers who have special dietary needs are discussed. For instance those with allergies, and cultural, religious or ethical are covered.

Course duration
One day.

Assessment and certification
Multiple choice exam.

Ask us about
- Level 2 Award in Food Safety in Catering
- Level 3 Award in Food Safety in Catering
- Level 2 Award in Food Allergen Awareness and Control
- Level 3 Award in Food Allergen Management
Level 2 Award in Food Allergen Awareness and Control

This regulated qualification is for food handlers who need a food allergen control awareness.

What will I learn?
An understanding of food allergens and intolerances, and their characteristics and effects on consumers. Also, the importance of communication, cleaning and control of cross contamination to protect consumers from encountering allergenic ingredients that may do them harm.

Course duration
Half a day

Assessment:
Multiple choice question paper.
Level 2 Award in HACCP in Catering

This is a regulated qualification for those who need a basic understanding of HACCP (Hazard Analysis Critical Control Points) in catering.

Who should attend?
This qualification is aimed at individuals who may be new to HACCP or who need an awareness because of their roles in maintaining food safety.

What will I learn?
The basic theory of HACCP, together with controlling contamination to ensure the food for customers is safe to eat. Each stage from delivery, storage, preparation, cooking, cooling and service has to be managed to ensure that the food is not exposed to risks that may render it harmful.

Course duration
One day.

Assessment and certification
Multiple choice question paper.

Course entry requirement
Learners must hold a Level 2 Award in Food Safety in Catering before attending this course.

Ask us about
Level 3 Award in Food Safety in Catering
Level 3 Award in Food Allergen Management
Level 3 Award in HACCP in Catering
Level 3 Award in Food Allergen Management in Catering

This is a regulated qualification for those whose job requires them to have responsibility for food allergen management.

Who should attend?
This qualification is aimed at individuals responsible for the purchase, delivery, production and serving of food in the catering industry and is also suitable for those who own/manage catering businesses.

What will I learn?
The manager’s role in ensuring that food ingredients and allergens are effectively managed, procedures relating to the communication of ingredient information from supplier to consumer, the importance of implementing controls to prevent contamination from allergenic ingredients, and the methods for managing ingredient controls and procedures.

Course duration
One day.

Assessment and certification
Multiple choice question paper.

Ask us about
- Level 3 Award in Food Safety in Catering
- Level 3 Award in Health and Safety in the Workplace
- Level 4 Award in Food Safety Management in Catering.

Level 2 Award in Allergen Awareness and Control
A half day course for food handlers, but not supervisors or managers. Please ask for further details.

Fees (VAT exempt) are available at [www.rbkc.gov.uk/publichealthtraining](http://www.rbkc.gov.uk/publichealthtraining) or by contacting 020 7361 3002
Level 3 Award for HACCP in Catering

This is a regulated qualification for those whose job requires them to have responsibility for HACCP in catering premises.

Who should attend?
This qualification is aimed at Level 3 Award in Food Safety in Catering holders such as individuals and managers in catering businesses.

What will I learn?
Importance of HACCP based food safety management procedures
Preliminary processes for HACCP based procedures
HACCP development
Implementation of HACCP
Verification of system.

Course duration
One day.

Assessment:
Multiple choice question paper.

Ask us about
- Level 3 Award in Food Allergen Management in Catering
- Level 3 Award in Health and Safety in the Workplace
- Level 4 Award in Food Safety Management in Catering.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
HEALTH and SAFETY
Level 2 Award in Health and Safety in the Workplace

This regulated qualification is designed to ensure that all employees are aware of their own safety and the safety of customers, contractors and the public.

Who should attend?
This accredited course is ideal for anyone in a work environment.

What will I learn?
Understand the principles of health and safety and accident prevention.

Course duration
One day.

Assessment and certification
Multiple choice exam.

This course will cover the following areas:
- Ability to contribute to any health and safety management system
- Understand the importance of risk assessment as a technique for accident and ill health prevention
- Understand the responsibilities placed on employers and employees
- Understand the hazard, risk and main causes of harm to workers (e.g. manual handling, hazardous substances, exposure to noise and vibration)
- Understand the importance of following systems, procedures and rules
- Understand how individual action can reduce risks to health and safety
- Appreciate how workplace equipment and task design affect health and safety.

Ask us about
- Level 1 or 2 Award in Fire Safety
- Level 2 Award in the Principles of COSHH
- Level 3 Award in Health and Safety in the Workplace.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Level 2 Award in Principles of COSHH

This regulated qualification introduces you to the inherent risks in substances and the controls available.

This course is ideal for people responsible for the Control of Substances Hazardous to Health at work and those who use hazardous substances.

What will I learn?
This qualification will prepare employees to contribute to the safer use of hazardous substances in cooperation with their managers and supervisors.

Course duration?
Half a day.

Assessment and certification
Multiple choice exam.
This course will cover the following areas:

- Identify the hazards associated with those substances
- Identify the risks and controls available to deal with the substances
- Identify what to expect from a COSHH assessment.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Level 3 Award in Health and Safety in the Workplace

This regulated qualification provides a thorough understanding of health and safety, emphasising the importance of monitoring staff and controls.

Who should attend?
This course is ideal for anyone in a supervisory position in any workplace environment.

What will I learn?
You will learn the importance of monitoring staff controls, and the need for a structured management approach to health and safety. You will also learn the key factors in implementing a health and safety policy.

Course duration
Three days (including the examination).

This course will cover the following areas:
- Demonstrate an understanding of the main concepts of health and safety
- Show awareness of the benefits of health and safety culture
- Explain the roles and responsibilities of individuals, supervisors and management in health and safety
- Demonstrate an understanding of health and safety control and improvement strategies available to supervisors.
- Understand the roles and powers of the enforcing authorities and courts.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Level 2 Award in Fire Safety Principles

The regulated Level 2 Award in Fire Safety Principles qualification allows candidates to develop their basic fire safety awareness. It is particularly useful for employees who have a designated responsibility for workplace fire safety, e.g. fire wardens or fire marshals.

Who should attend?
Employees who have a designated responsibility for workplace fire safety.

What will I learn?
This course will provide the knowledge that will allow you to carry out duties relating to fire safety and emergency procedures.

Course duration
One day.

Assessment and certification
Multiple choice exam.
This course will cover the following areas:
- Causes of fire in the workplace
- Fire hazards
- Characteristics of fire and smoke spread
- Fire control methods
- Means of escape
- Fire detection and raising the alarm
- Extinguishing fires
- Fixed fire-fighting systems
- The Regulatory Reform (Fire Safety) Order 2005
- Legal duties and penalties
- Fire risk assessment
- Fire safety inspections
- Role of the fire warden
- Induction briefings.

Ask us about a half day Level 1 Award in Fire Safety Awareness.

NB: This is not a practical course.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
OTHER COURSES
Level 2 Award for Personal Licence Holders

This regulated qualification is necessary if you are to apply for a personal licence to sell or authorise the sale of alcohol in a licensed premises.

Who should attend?
Anyone wishing to sell or authorise the sale of alcohol by retail on licensed premises must hold a personal licence.

What will I learn?
Personal licence applicants must prove they can sell alcohol both legally and responsibly.

Course duration
One day.

Assessment:
Multiple choice examination.

This course will cover
- Licensing Act 2003
- Licensing objectives
- Personal Licence
- Premises Licence
- Protection of children
- Enforcement
- Temporary Event Notices
- Responsibilities in alcohol retail sales.

PLEASE NOTE:
Once you have obtained the qualification it is then your responsibility to apply for a personal licence from the licensing authority which covers the area where you live. The training service does not get involved in personal or premises applications.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Level 2 Award in Customer Service

Customer service is applicable to all sectors where interactions take place with customers including commercial businesses, charities and national/local governments.

Who should attend?
Anyone who deals with internal and external customers in a range of organisations and industries.

What will I learn?
How to deal with customers effectively and efficiently in person or when communicating by other means.

Course duration
One day.

Assessment
Multiple choice examination.

The course will cover
- principles of customer service
- how customers’ needs and expectations are formed
- knowing the interpersonal skills and appropriate behaviour required in the customer service environment understanding
- the principles of responding to customers’ problems or complaints.

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
E-Learning

E-learning programmes at Levels 1 to 3 (where appropriate) in a range of topics are available. On completion of the e-learning programmes these can be converted (at extra cost) into regulated qualifications by undertaking formal accredited multiple choice assessments under examination conditions. Certificates of attendance can be printed once the e-learning course has been completed. These programmes are run in partnership with Highfield e-learning.

Access the programmes by going to www.rbkc.gov.uk/publichealthtraining and clicking on e-learning.

What is available?

- Introduction to Allergens
- Food Safety at Levels 1, 2 and 3
- Health and Safety at Level 1 and 2
- Manual Handling
- Personal Licence Holders
- Fire Safety at Introductory Level and Level 2
- Customer Service at Level 2
- Communication
- Equality and Diversity
- Managing Conflict
- Self-Awareness and Personal Development
- Team Working
- General Data Protection Regulations (GDPR)
- Introduction to Fraud and Fraud Prevention
- Introduction to the Bribery Act

Fees (VAT exempt) are available at www.rbkc.gov.uk/publichealthtraining or by contacting 020 7361 3002
Open Courses run in Council premises

Kensington Town Hall
Hornton Street
London W8 7NX
ENROL EARLY AND SECURE YOUR PLACE!

37 Pembroke Road London W8 6 PW

Book your place now
You can send an email to publichealth.training@rbkc.gov.uk or call us on 020 7361 3002

Additional courses are run throughout the year.
Please visit our website www.rbkc.gov.uk/publichealthtraining, or call for details.

Need on-site training in London or elsewhere? Please contact us to discuss courses that you would like to be run on your premises.

To find out more about our courses please visit www.rbkc.gov.uk/publichealthtraining

020 7361 3002 Enrol Now!

You will be able to read about:
- Fees
- Course Dates
- Booking a course
- Payment options
- Course Cancellation
- Venue
- Special Consideration and Reasonable Adjustment
- Course Disclaimer
- GDPR Privacy Notice
- Training frequently asked questions.

Training frequently asked questions.