

Learning Steps for
Life Skills

TRAINING BOOKLET



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Commercial Services
Training and Development Statement

Introduction

Commercial Services recognise our staff as our most important asset. We will train and develop all our staff, within the constraints of the training budget, to ensure that they are able to carry out their role effectively to meet the needs of the service. The majority of learning takes place through training and development in the workplace and in addition through formal training sessions. The Head of Commercial Services will annually review and update the Training Plan, in line with the business plan, ensuring the training proposals contribute towards meeting business objectives.

Responsibilities

It is the responsibility of all managers and supervisors to identify the training needs of their staff, to ensure the appropriate development takes place and its effectiveness is evaluated.

Commercial Services acknowledge that training is of value to both the service and to the individual and invests considerably in the development and presentation of service appropriate courses. The individual is expected to contribute their time for their own personal development.

Delivery of Training and Development

The following methods will be used:

- 'On the job' training by other members of the team, supervisors and managers
- Work shadowing
- Work based books/manuals
- Formal training sessions in accordance with our training programme
- Secondments/Coaching

Training and Development Records

An Induction Checklist and Equipment Training Record Card (ASC1 for Ed Cat) will be completed for all new members of staff. Once complete the Induction Checklist will be signed by both the trainer and the employee and will be forwarded to the Regional Office/HQ where a copy will be maintained on the performance file. The ASC1 will be completed and signed as training on equipment is completed and will be securely maintained at the kitchen/site, unless the individual transfers to another site, when it will be forwarded on. The training needs of individuals are assessed regularly but for Education Catering, termly, and all training requests are submitted on an EDCAT 12.

Nationally Recognised Qualifications

Where appropriate to the needs of the service, our formal training courses will be nationally recognised.

Equality

We are committed to ensuring that all our staff are treated fairly, when considering their training and development needs. We will provide Equality of Opportunity and are committed to tackling all forms of unlawful or unfair discrimination in line with the Equality Policy Statement- Action for Equality. Where external providers undertake training, we will endeavour to ensure that they comply with our policy statement.

Signature: Beverley Baker Beverley Baker, Head of Commercial Services
Mary Shipley Mary Shipley, Regional Catering Manager
Annelle Elliott HR Consultant

COURSE	SERVERY ASSISTANT	SCA	COOK	CATERER	MOBILE CATERER	TRAINER AUDITOR
Induction	✓	✓	✓	✓	✓	✓
Essential food Safety level 1	✓	✓	✓	✓	✓	✓
Essential health & safety level 1	✓	✓	✓	✓	✓	✓
Essential Fire Safety Level 1	✓	✓	✓	✓	✓	✓
Main Kitchen and Servery Training	✓	✓	✓	Mains Kitchen Caterer ✓	✓	✓
The Little Customer (TLC)	✓	✓	✓	✓	✓	✓
Allergen Training	✓	✓	✓	✓	✓	✓
Assured Safe Catering Training	✓	✓	✓	✓	✓	✓
Food safety level 2		✓	✓	✓	✓	✓
Cook Craft skills level 1		✓	✓	✓	✓	✓
Cook craft skills level 2		✓	✓	✓	✓	✓
Cook Craft Skills Level 3		✓	✓	✓	✓	✓
Food safety unit managers level 3			✓	✓	✓	✓
Foundation Course		✓	✓	✓	✓	✓
Nutrition & healthy eating				✓	✓	✓
Primary record keeping (ECO)				✓	✓	✓
Secondary record keeping (ECO)				✓	✓	✓
Developing Supervisory Skills 1 & 2				✓	✓	✓
Developing Management Skills				✓	✓	✓

Induction



Aim: To instruct staff with Commercial Services policies and procedures

Who should attend: All Commercial Services Staff

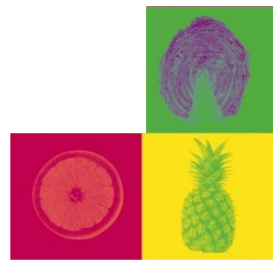
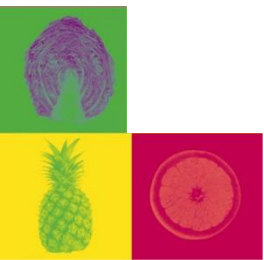
Objectives: Understand the policies and procedures of the organization and the importance of their job to achieve them.

To comply with current legislation and know each persons responsibilities.

Be familiar with proper communication systems within the kitchen and the wider organization.

Delivery: By the HR Manager within the first 6 months of employment.

Evaluation: On the job assessment by line Manager.



Essential Food Safety Level 1



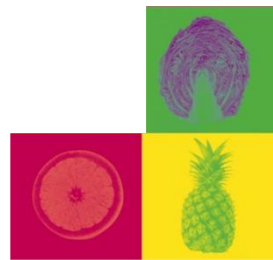
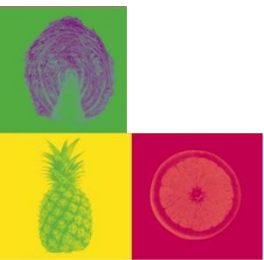
Aim: To ensure that all new staff are familiar with the “Essential Food Hygiene” Regulations

Who should attend: All Commercial Services Staff

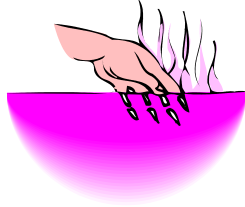
Objectives: To understand and be able to implement good food practices in the work place.

Delivery: Booklet to be read on or before the first day of work, coaching if required

Evaluation: Knowledge Quiz



Essential Health & Safety Level 1



Aim: To ensure that all staff are provided with the "Essential Health & Safety" procedures and legislation.

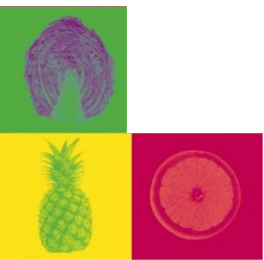
Who should attend: All Commercial Services Staff

Objectives: Understand and be able to implement safe practices in the work place

To understand and comply with the legal implications and to look out for each other.

Delivery: Booklet to be read on or before the first day of work, coaching if required

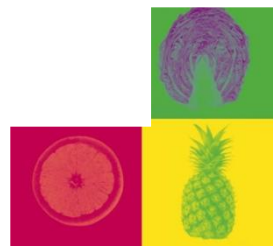
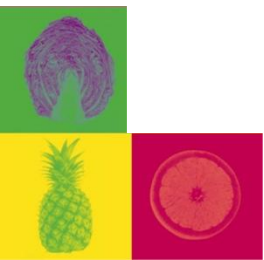
Evaluation: Knowledge Quiz



Essential Fire safety Level 1



- Aim:** To ensure that all staff are provided with the “Fire safety” procedures and legislation.
- Who should attend:** All Commercial Services Staff
- Objectives:** Understand and be able to implement safe practices in the work place
To understand how to use fire fighting equipment in the work place.
- Delivery:** Booklet to be read on or before the first day of work and a video presentation at the Induction training day.
- Evaluation:** Knowledge Quiz



The Little Customer (TLC)



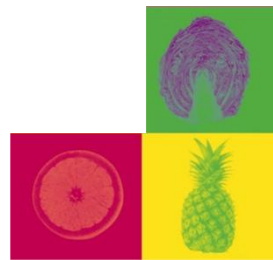
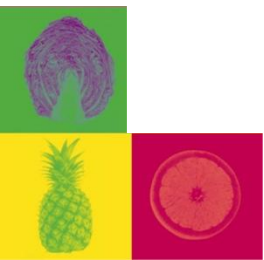
Aim: To think about service from the customer's perspective.
To improve the level of service offered to customers.

Who should attend: All Commercial Services Staff.

Objectives: By the end of the session delegates will be able to:
Identify who their customer is
State what their customer's needs are
Explain how to meet those needs
State what constitutes a customer.

Delivery: In house trainer 2 x 1.5 hour sessions + 1 follow up visit

Evaluation: On the job by Trainer and District Catering Manager



Allergen Training



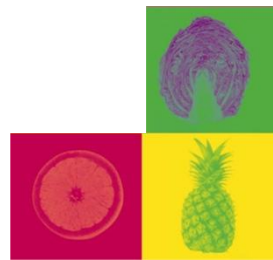
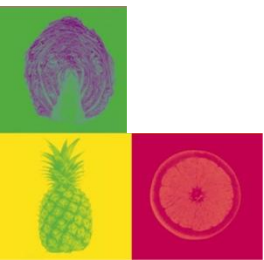
Aim: To ensure all staff are fully aware of the food allergen law and SCS policy and procedure

Who should attend: All Commercial Services Staff.

Objectives: All staff will have a understanding of the allergen matrix and will be able to identify the 14 allergens.

Delivery: In house trainer and DVD 1 .5 hr session

Evaluation: Quiz



Assured Safe Catering Training



- Aim:** To ensure all staff are provided with sufficient knowledge of hazard analysis and are able to practice Assured Safe Catering in the working environment
- Who should attend:** All Commercial Services Staff.
- Objectives:** Analyze potential food hazards in the work place.
Identify stages in the food operation where hazards occur.
Implement monitoring procedures for the stages where food safety has been identified as critical.
- Delivery:** In house trainer, 1 .5 hr session
- Evaluation:** Q & A at the end of the session

Main Kitchen and Servery Training



Aim: To enable staff to develop a high quality service to the customer.

Who should attend: All Servery Staff

Objectives: By the end of the course, delegates will understand and be proficient in:

The correct procedures for washing up and cleaning

The art of communication internal and external

Explaining the Importance of Customer Care

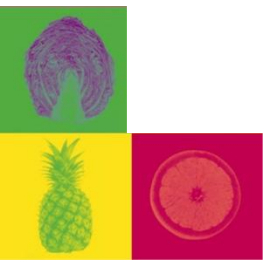
Stating the importance of Health & Safety

Explaining the benefits of good presentation

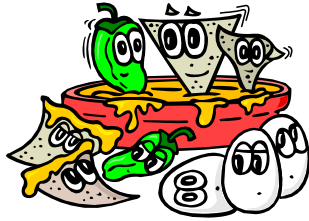
Delivery: In house trainer 2 hours tuition

Evaluation: Work place assessment by the line manager

On successful completion candidates will be awarded a Certificate of Attendance.



Essential Food Safety Level 2



Aim: To ensure that staff are provided with sufficient "Food Hygiene" knowledge to comply with "Food Safety Regulations 1995"
Also the principals of HACCP

Who should attend: SCAs, Cooks, Supervisors and Managers

Objectives:

Know causes of Food Poisoning and how to prevent it.

Know how to identify and control hazards with purchasing storage , preparation , cooking and serving food.

Understand stock rotation and food spoilage.

Be aware of the standards of personal hygiene.

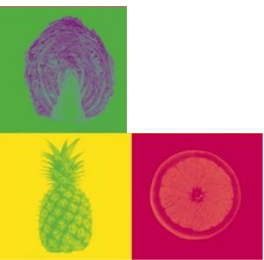
Know the common pests found in food premises and how they can be controlled.

Know the correct cleaning procedures.

Delivery: Distance learning within 3 months of joining the Company and then every 3 years.

Evaluation: Successful completion of a workbook.

On successful completion candidates will be awarded a Certificate of Achievement.



Craft Skills Level 1



Aim:: To give staff the necessary knowledge and practical skills to meet the company standard.

Who should attend: All staff involved in basic food preparation.

Objectives: By the end of the course, delegates will be able to:

Demonstrate the safe use of knives

State the reasons for the correct storage, preparation and cooking of vegetables

State the different cooking methods used in the work place.

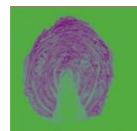
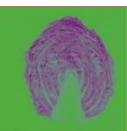
State the correct food hygiene procedures required to meet the company ASC standard.

Demonstrate an understanding of our special diet procedure and where to locate the information.

Delivery: In house trainer 2 hours tuition on the job,

Evaluation: on the job assessment by the trainer

On successful completion candidates will be awarded a certificate of attendance.



Craft Skills Level 2



Aim: To give relevant catering staff the necessary knowledge and skill to develop a high quality service to the customer.

Who should attend:

Managers, Supervisors, Cooks and Catering Assistants who wish to progress

Objectives:

The end of the course, delegates will understand and be proficient in:

The importance of Health & Safety in the kitchen.

The Food safety & Hygiene policies and procedures.

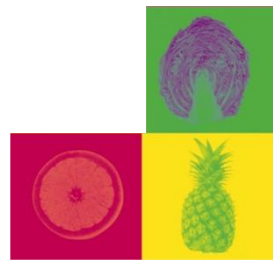
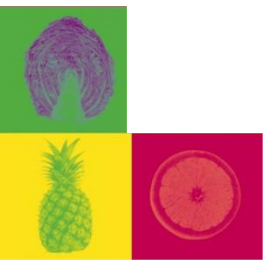
Demonstrate basic food preparation and cooking skills.

Demonstrate the safe use of knives.

Delivery: In house trainer 12 hours tuition.
4 sessions of 3 hours duration, 1 afternoon per week for 4 weeks.

Evaluation: Practical assessment.

On successful completion candidates will be awarded a certificate of attendance



Craft Skills Level 3



Aim: To further develop craft skills and so enhance the quality of food provided by Commercial Services

Who should attend:

Managers, Supervisors, Cooks and Catering Assistants who have completed level 1 and 2

Objectives:

The end of the course, delegates will be able to:

Demonstrate a variety of cooking principles.

Manage their time effectively.

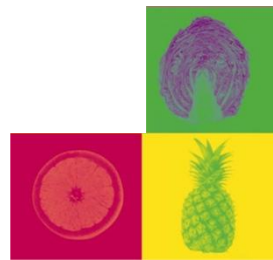
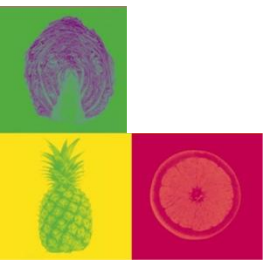
Be able to demonstrate and explain the benefits of good presentation

Delivery: In house trainer 12 hours tuition.

4 sessions of 3 hours duration, 1 afternoon per week for 4 weeks.

Evaluation: Practical assessment.

On successful completion candidates will be awarded a certificate of attendance



Foundation Course



Aim: To give the candidate the foundation knowledge required to run a kitchen to SCS standards.

Who should attend:
Managers, Supervisors, Cooks and SCA's

Objectives:
by the end of the course the candidates will be able to demonstrate:
Their understanding of SCS polices and procedures.

How to manage staff on a day to day basis.

Have a good understanding of ECO and paperwork.

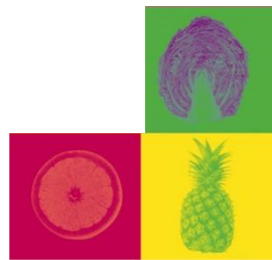
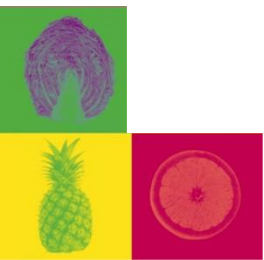
Have the most up to date ASC polices.

Have a good understanding of customer service and how to meet the needs of our customers.

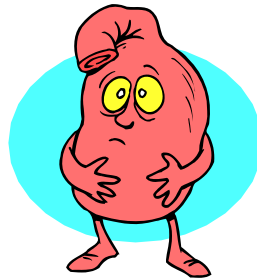
Delivery: In house trainer.
4 sessions of 5.5 hours duration, 1 day per week for 4 weeks. Or 4 days in one week.

Evaluation: Practical assessment, quiz and course work.

On successful completion candidates will be awarded a certificate of achievement



Food Safety for Unit Managers Level 3



Aim: Managers and Supervisors are key to food safety, this course provides the essential practical information they need to be able to manage staff to provide safe food.

Who should attend:

All Catering Managers, Supervisors and Cooks

Objectives: By the end of the session delegates will be able to:

Identify different types of micro organisms

List causes of food poisoning and control measures to avoid them

Identify foods most commonly involved in food poisoning, the general symptoms and the five most important food poisoning bacteria and food borne diseases

Known common food pests and method of control

Apply current legislation relating to food handlers and food safety

Understand the principles of Hazard Analysis Critical Control Points (HACCP)

Delivery: External source 12 hours duration.

Evaluation: Written workbook

On successful completion candidates will be awarded a certificate of Achievement

Nutrition & Healthy Eating

Intermediate level



Aim: To enable school caterers to improve pupil's nutritional intake from all food provided by the School meals service

Who should attend:
All Catering Managers, Supervisors and Cooks

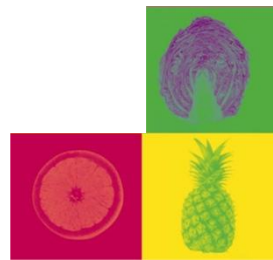
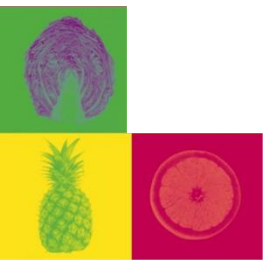
Objectives:
Be able to identify how to provide a range of healthier foods and meals in the school dining room and why it is important.

To develop marketing ideas and material to promote healthier food choices to the target market through the school meals service

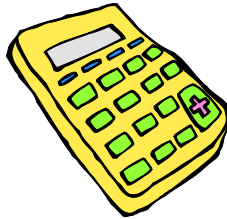
Delivery: Induction and distance learning

Evaluation: Successful completion of a work book.

On successful completion candidates will be awarded a nationally recognised certificate



Primary Record Keeping (ECO)



Aim: To train in the administrative procedures necessary to run a Primary Site.

Who should attend:

Catering Managers, Supervisors and Cooks

Objectives: By the end of the course delegates will be able to:

Complete orders for purchasing supplies

Complete stock taking and input end of trading data

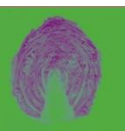
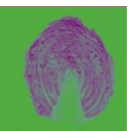
Complete all staffing data on the system and fill in service return

Organise the office and filing of paper work

Delivery: In house trainer 4 hours tuition
2 sessions of 2 hours duration,
1 afternoon per week for 2 weeks

Evaluation: On the job by District Manager

On successful completion candidates will be awarded a certificate of attendance.



Secondary Record Keeping (ECO)



Aim: To train in the administrative procedures necessary to run a Secondary Unit.

Who should attend:
Catering Managers and Deputies

Objectives: By the end of the course delegates will be able to:

Complete orders for purchasing supplies

Complete daily, weekly records for collation of cash and banking details.

Complete stock taking and input end of trading data

Complete all staffing data on the system and fill in service return

Organise the office and filing of paper work

Delivery: In house trainer 6 hours tuition
3 sessions of 2 hours duration,
1 afternoon per week for 3 weeks

Evaluation: On the job by District Manager

On successful completion candidates will be awarded a certificate of attendance.

Developing Supervisory Skills Level 1



Aim: To develop supervisory skills and potential to meet current and future business needs.

Who should attend:
All Managers and Supervisors

Objectives: By the end of the course delegates will understand:

how people learn.

The role of the supervisor

What effective communication is.

How to carry out a team brief.

What the difference is between coaching and training.

Delivery:
External course: Delivered over 5 days
1 hour tutorial on Day 5

Evaluation: Assessment and a Post Course Interview

On successful completion candidates will be awarded a certificate of achievement.

Developing Supervisory Skills Level 2



Aim: To develop supervisory skills and potential to meet current and future business needs.

Who should attend:
All Managers and Supervisors

Objectives: By the end of the course you will understand:

The skills required to enable effective communication including:

- The 4 styles of human behavior.
- Visual, auditory and kinesthetic language.
- Communicating assertively

The empowering appraisal includes:

- What is an appraisal
- What are the benefits of an appraisal
- The difference between a formal and informal appraisal.
- The skills required to carry out an effective appraisal.
- The appraisal process

What on the job training is and when to use it.

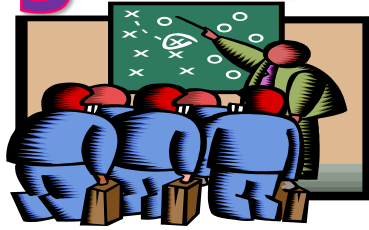
Delivery:

External course: Delivered over 5 days
1 hour one to one coaching and mentoring session
1 hour coaching and mentoring telephone session.

Evaluation: Assessment and a Post Course Interview

On successful completion candidates will be awarded a certificate of achievement.

Developing Management Skills



Aim: To develop management skills and potential to meet current and future business needs.

Who should attend:
All Managers and Supervisors

Objectives: By the end of the course delegates will know:

How to understand ourselves and others

- DISC 1
- The role of a manager: planning, organising, coaching, achieving and setting SMART goals

Management and leadership styles

- DISC 2
- The delegation program

Developing your communication style to achieve results

- The neuro linguistics communications model
- Projecting positive emotions

The Coach Approach to management style

- Practical coaching sessions
- Giving feedback

Delivery: External course delivered over 5 days and includes a one to one coaching and mentoring session and two, one to one telephone coaching and mentoring session.

Personality profile assessment and detailed report.

Evaluation: work based assignment/homework

On successful completion candidates will be awarded a certificate of achievement.