

Making sure your staff have the right training

Ensuring your staff have the right training is not only a legal requirement, but a personal responsibility as a business owner in order to prevent any accidents or mishaps in your workplace. Below is an outline of what training should be carried out in-house and what requires accredited NCASS training for your staff members. Appropriate training varies from Level 1 Food Hygiene training for staff members who don't handle open foods, through to Level 3 training for those who are in regular contact with food, such as chefs and restaurant managers. Further information on each course and what it entails can be found on the [NCASS Food Hygiene Training page](#).

Who should do what training in my business?

Training is integral to the success of your business and by investing in training you are investing in the future of your business. It is a legal requirement for food businesses to provide appropriate training in food hygiene matters relevant to the work activities of staff.

Providing staff with access to reliable and relevant online training courses means that your staff understand the 'why' behind regulations and this understanding inevitably leads to the consistent embodiment of these regulations. Meanwhile,



relevant inhouse practical training on the business set-up and procedures enables employees to feel confident in their skillset and their ability to do their job safely. This helps to create a positive workplace culture in which employees are motivated to maintain good practices and feel supported in their career development.

It's important to invest in high quality training as a highly trained team should reduce the likelihood of mistakes being made or accidents taking place. But what does that actually entail? Who should do what training?

Refer to our handy guide below. We have outlined the relevant NCASS Training Courses which we recommend staff undertake in conjunction with suitable in-house practical training based on the type of role and responsibility they have within the business.

Category of Staff	Appropriate NCASS Training	In-house training	Time of Training
<p>1. Staff who have no/or minimal open food handling responsibilities For example, staff who wait on tables, take customer orders, collect glasses, undertake cleaning and pot washing duties. Note: This can often apply to young/ inexperienced employees who need some extra support and supervision as they gain experience in the workplace.</p>	<p>NCASS Level 1 Food Hygiene – ideal for staff who don't handle open foods. It will enable these staff to understand the basic principles of food safety to help them carry out their tasks more safely and to recognize food safety hazards.</p> <p>NCASS Allergen Awareness – Suitable for anyone who works within the front facing part of the food business and assists customers with the ordering and service of food and drink. This course outlines the principles of allergen identification and how to communicate allergen information to customers.</p>	<p>All staff should be given instruction in the essentials of food hygiene. Refer to Section 14a Essential Food Hygiene of the Safety Management System.</p> <p>Take staff through the relevant business procedures - the things they need to know to do their job safely and consistently. The more supervision they are given at the onset will make all their difference to the effectiveness of their role within the business and their confidence.</p> <p>Support staff with familiarisation of the menu and allergen matrix so they can support customers to select suitable food items. Ensure they know how to check this information if in doubt e.g. check with the supervisor or chef, and when to communicate key information/instructions to food handlers. These principles are outlined in the NCASS Allergen Awareness Course, but the real-life relevant procedures will need to be outlined to staff as part of their practical training.</p>	<p>Section 14a Essential Food Hygiene – Before starting work. This information may be given verbally or staff may be asked to read the details to themselves.</p> <p>Level 1 Food Hygiene course to be undertaken as soon as possible.</p>

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<p>2. Staff who undertake some food handling responsibilities. For example, serving staff who assemble prepared foods to order/assist chefs with preparation, kitchen porters.</p>	<p>NCASS Level 2 Food Hygiene – this food safety course underpins general food safety controls to enable safe food handling and serving. It also provides staff with a national recognised level of food safety qualification. This training course includes detailed information on:</p> <ul style="list-style-type: none"> • The importance of food safety and hygiene • The impact of food borne illness • Personal and legal responsibilities • The effects of temperature control and correct food safety practices • The relevance of food safety management systems <p>NCASS Allergen Awareness – as outlined in No. 1 above, with the added benefit of helping staff with food handling responsibilities to understand important allergen management controls such as checking deliveries for ingredient substitutions, the correct storage of allergen ingredients and cross contamination controls.</p>	<p>As outlined above for No.1, plus additional training on relevant parts of the safety management system. For example, making sure any food handling procedures that they carry out reflect the controls outlined in the food safety risk assessment. Helping them to become confident with any checks and records that they will be responsible for undertaking, for example, completing the delivery checks record, updating the cleaning schedule etc.</p>	<p>Section 14a Essential Food Hygiene – as outlined for No. 1 above.</p> <p>Level 2 Food Hygiene training to be completed before handling high risk food unsupervised.</p> <p>Allergen Awareness course to be completed as soon as is reasonably possible.</p>

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<p>3. Staff who undertake regular open food handling. Staff who have day to day decision making responsibilities and/or supervisory responsibilities – For example, Kitchen Assistant/Kitchen Porter, Commis Chef, Line chefs/ Chef de Partie, Sous chef, Head Chef/Executive Chef/ Catering Managers.</p>	<p>NCASS Level 2 Food Hygiene – as outlined for No. 2 above.</p> <p>NCASS Level 3 Food Hygiene - an advanced nationally recognized food safety qualification ideal for senior food handlers who are looking to go the extra mile and/or those who are responsible for supervising staff. It makes a statement about the compliance and professionalism of the business.</p> <p>NCASS Allergen Awareness – as outlined in No. 1 and 2 above, with the added benefit of helping those with supervisory responsibility to develop and maintain the allergen management procedures for the business and support staff with its implementation.</p>	<p>Take staff through the relevant business procedures - the things they need to know to do their job safely and consistently, in the way the business would like matters carried out. This way staff can undertake their role correctly but can also consistently supervise others within the business. They can also confidently outline the businesses processes and procedures if asked by the EHO during routine food safety inspections. This will evoke confidence in food safety management and positively support the inspection process.</p> <p>Help them to be familiar with the safety management system, its contents, the parts that they are responsible for (e.g., relevant checks and record keeping). Ensure they understand its relevance to the legal compliance of the business.</p>	<p>Section 14a Essential Food Hygiene – as outlined for No. 1 above.</p> <p>Level 2 Food Hygiene training to be completed before handling high risk food unsupervised.</p> <p>Advancement to Level 3 Food Hygiene training is recommended if the business grows in size and/ or complexity or before starting staff supervision and management responsibilities.</p> <p>Allergen Awareness course to be completed as soon as is reasonably possible.</p>

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<p>4. Those who have overall decision-making responsibilities, legal responsibilities for the food business, those responsible for the development and maintenance of the safety management system - For example, Head/Executive Chef, Restaurant Manager, Food Business Operator.</p>	<p>NCASS Level 3 Food Hygiene – for the reasons outlined for No. 3 above, plus the benefit of holding the highest level of qualification within the business.</p> <p>The NCASS HACCP Training for Caterers – to support the legal requirement to properly implement a food safety management system based on the principles of Hazard Analysis Critical Control Point (HACCP). This course provides relevant practical tips on the implementation of HACCP that are suitable for most catering businesses. This training is particularly important for those developing more complex food safety management systems to support high risk processes such as vacuum packing, sous vide, cold smoking.</p> <p>NCASS Allergen Awareness – for the reasons outlined for No. 3 above, with the added benefit of understanding the legal responsibilities around allergen management.</p> <p>NCASS Health & Safety Training - will provide the knowledge and understanding of health and safety principles and practices so they can be implemented within the business to ensure a safe environment for staff and customers.</p>	<p>Make sure they are familiar with all safety management aspects of the business.</p> <p>Enable them to regularly review and verify the effectiveness of the safety management system in line with the legal requirements and principles of HACCP.</p> <p>Support them to react to problems, instigate relevant corrective actions and implement improvements. For example, reviewing the controls within the risk assessments and making relevant changes within the business to improve safety and legal compliance.</p> <p>Make sure they are familiar with maintenance arrangements and complaint procedures for the business so they can react to matters efficiently and consistently.</p> <p>Ensure they are familiar with their legal responsibilities in terms of the business.</p>	<p>Training should be undertaken before starting supervision or management of the business or as soon as practically possible.</p>

Important information

Training in LPG Safety is strongly recommended for all staff who work with LPG appliances or who are responsible for setting up or maintaining mobile catering arrangements where LPG is in use. Therefore, completion of the online NCASS LPG Safety Course is advised for all staff who work within a business where LPG is in use.

By investing in training, you invest in your staff, your business and your future and it's a surefire way to keep your EHO happy! Head to your training page within your [Member Dashboard](#) to get yourself or your staff signed up to the courses that are available.

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