

THE INVESTMENT IN TRAINING

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.

But why is it so important?

Investing in training can improve staff retention, support good practices across the business while driving up standards and evoke confidence in a visiting EHO, not to mention your customers.

Comprehensive training ensures consistently high standards and levels of hygiene across your business, reducing the risk of illness and fostering a positive reputation as a safe place to eat. A successful business that utilises and maintains an effective training programme will always be going above and beyond the bare minimum of what is required.

Adequate training bolsters due diligence and indicates to EHOs that you are invested in maintaining high standards of safety and hygiene.

A training certificate from an accredited and reputable training provider such as NCASS, is the easiest way to prove to an EHO that your staff have partaken in comprehensive training. This kind of training provides in-depth information on the theoretical side of Health and Safety, which can then be supplemented by practical training within your business. NCASS training courses are designed specifically for small independent food and drink businesses. We don't overload you with information that you don't need or present facts and figures that are only relevant to large chains.

Every NCASS training course has been designed with independent caterers in mind and therefore the content of these courses reflect the realities of running your business. The more relevant the training course, the more you are going to get out of it and the better impact the course can have.

No one likes to make mistakes, let alone think about them – but that is one practical driver for ensuring your staff are sufficiently trained. A highly trained team should reduce the likelihood of mistakes being made or accidents taking place.



But what does training actually entail?

Training can, and should, go beyond the bare minimum and good hygiene is merely the tip of the iceberg when it comes to the overall Health and Safety of your business. Ensuring that relevant employees are also trained on topics such as Hazard Analysis Critical Control Points (HACCP), LPG safety and allergen awareness equips you with a well-rounded and knowledgeable team.

It also alleviates the burden of only one person having this knowledge within the team, which can create an imbalance among responsibility and leaves you confident that your staff will know what to do in the event of an emergency or should an EHO come to call if you aren't on site.

At NCASS we are constantly reviewing and updating our training content to ensure they are best in class, current and straightforward for users to complete. Most recently we have updated our Level 1 Food Hygiene course; a necessity for part time staff who do not handle food at any time. The course has become more comprehensive yet also more accessible, making it easier for people to complete in a way that works for them.

Before this, we overhauled our Health and Safety in Catering training course to include updated and more current content and have improved the accessibility of the course. Not only should everyone in your business complete this course, but there is a legal requirement to have done this training in order to safely and legally work in a food or drink business. We recognise the importance beholden to this course and more so to the user and strive to produce a stellar training experience with all of our courses.

Our passion for producing quality training courses is directly linked with our ambitions to drive up standards within the independent sector, and particularly for all NCASS members to exist as shining lights of independent hospitality. For this reason, we offer all training courses at a discounted rate to our members, encouraging them to take as many courses as possible and really skill their business up with NCASS.



Why NCASS training courses?

All NCASS training courses are created, inspected and accredited by industry experts and NCASS members receive a discount on all training courses making them the most cost effective training on the market. All of our training courses are also assured by our Primary Authority Partners the Royal Borough of Greenwich and Monmouthshire Council.

NCASS training courses are amongst the most highly regarded in the industry and an NCASS training certificate is proof of your comprehensive understanding. Simply put; it's worth it. Rather than thinking of training as an expensive investment in learning, think of it instead as an invaluable investment in your workforce.

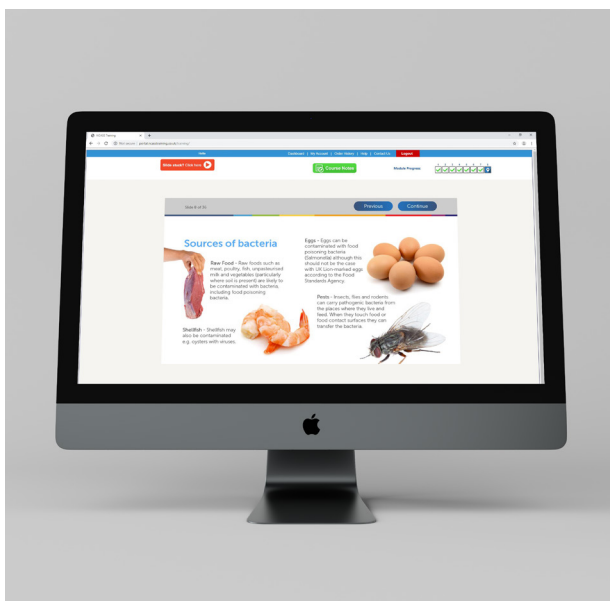
The benefits of consistent high quality training often outweigh the initial financial implication and it is important to consider the Return on Expectations (ROE) rather than solely the Return on Investment (ROI). ROE seeks to measure the success of training by focusing on tangible changes such as increased understanding or positive behavioural changes. In so doing, ROE allows training to indirectly increase revenue by focusing on goals which will lead to long term positive financial changes, such as greater retention and happier customers, rather than the short term cost of training.

Career progression within the industry can often appear limited, however investing in training shows employees that you are invested in them and that a future career within the industry is possible. Training is a great way to show your team you are willing to invest in them directly, and offer them pathways to positive futures.

As with any industry, a strong team is vital to the success of your business and providing employees with the skillset to do their job competently, is just one of the many ways that training can help with retention.

Thorough training means that your staff understand the 'why' behind regulations and this understanding inevitably leads to the consistent embodiment of these regulations. Training enables employees to feel confident in their skillset and their ability to do their job safely.

By investing in training, you invest in your staff, your business and your future and it's a sure-fire 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.



Find out more about food hygiene and safety training at www.ncass.org.uk or call NCASS on 0300 124 6866