

How to stay compliant:

Choosing compliance training for your organisation using Build Your Own Package



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A guide to choosing compliance training for your organisation



Workplace health and safety and compliance training is essential in all sectors. It ensures that your employees know their responsibilities and are able to work safely, without risking harm to themselves, others or the organisation. No matter the nature of your work, or how many people you employ, you have a legal obligation to protect the health and safety of your employees and ensure that you are compliant with the relevant laws, regulations and guidance.

But what training do you need to provide, and how should you go about it? We know these can be daunting questions, so we have created this short guide to tell you everything you need to know about workplace health and safety and compliance training to ensure that you not only meet your legal obligations but that you also demonstrate to your staff that your organisation is safe, secure and takes compliance seriously. And with the help of our Build Your Own Package, creating a training solution that meets all your compliance needs has never been as easy, flexible or cost-effective.

To help, we have split the guide into the following key training areas:

- **Business compliance**
- **Health and safety compliance**
- **Food safety and hygiene compliance**
- **Safeguarding**

At the bottom of each section, you'll have some advice on which job roles could benefit from the training – we know how difficult it can be to figure this out! Of course, this will vary from organisation to organisation but it should hopefully guide you in making the decision.



Business compliance



In the modern workplace, providing business compliance training is a must. It not only ensures that your business is compliant with important legislation and guidance such as the Equality Act, Data Protection Act, the Bribery Act, the Consumer Rights Act, but it also helps prevent reputational or financial damage, and ensures your employees know and understand their responsibilities and legal obligations so that they can avoid risk to themselves, customers and the organisation.

Broadly, business compliance covers everything from equality and diversity in the workplace to a range of data security and IT topics, such as data protection (GDPR), money laundering, payment card data security and cyber security. These topics should not be taken lightly and with the modern working world being the moving picture that it is, it is more important than ever to keep up-to-date. For example, businesses are working hard to understand the new data protection laws so they can avoid hefty fines, and the recent shift to working at home means that cyber security is now at the top of businesses' training lists where it may not have been before.

There is a lot to consider. Business compliance often covers general day-to-day tasks that many of us encounter, regardless of our role, but the correct training will make sure that all your colleagues have the same level of understanding as to their duties and responsibilities.

When considering what topics to choose, the following titles generally cover what you need:

- Equality, diversity and inclusion
- Confidentiality
- Data Protection/GDPR training
- Cyber security awareness
- The Bribery Act
- Payment card industry – data security standard
- The Consumer Rights Act 2015
- Anti-money laundering

Many training providers will offer compliance packages which include all the essential areas that you need to be trained in, but it can sometimes be worth buying individual courses if there are only certain areas that apply to your organisation, that way you can be certain you only cover the topics you really need.

Who needs business compliance training?

Understanding the importance of equality and diversity and confidentiality is vital for HR and any manager, whereas the data and security topics are most relevant to IT managers, or anyone who looks after your IT systems; GDPR or data protection managers, HR managers, and senior managers – basically anyone who works with or handles sensitive data.



Health and safety compliance

As an employer, it is your legal duty to protect the health and safety of you, your employees and anyone else who visits your premises, works for your organisation or uses your services. Providing training is an essential step towards meeting this legal duty, as it will ensure that everyone knows how to work safely, without risk to themselves or others, and as well as to understand what their responsibilities are.

Health and safety covers a wide range of areas – from moving and handling to first aid to fire safety – so finding training that is comprehensive and provides a sufficient level of detail is vital. Inevitably, each organisations health and safety needs will be different, but by covering the essential areas you can ensure that your staff have the knowledge of proper health and safety practices that they can apply to your organisation.

But what should you cover?

Many training providers will offer courses on individual areas, and some will offer comprehensive training that covers all the main touchstones of health and safety in one place. But, broadly, your learners will need to cover:

- Risk assessment
- Working at heights
- COSHH
- DSE workstation assessment
- Fire safety (including Fire Marshal and Fire Warden training)
- First aid
- Manual handling
- Lone worker safety
- Slips and trips
- Mental health and wellbeing

As well as working practices relating to each of these areas, it is also important that your staff have an understanding around workplace health and safety legislation. The Health and Safety at Work Act 1974 is the main piece of legislation in Great Britain, and it is vital that everyone at your organisation understands their responsibilities according to this act.

COVID-19 training

As we're still coming out of the COVID-19 pandemic in which no person, business or industry has gone unaffected, it is useful to have some training that keeps up-to-date with the latest COVID-19 guidance, and advises on how to prevent infection spreading. This will ensure that your employees understand what guidelines need to be followed to be COVID-19 safe, as well as how to keep themselves and others safe from risk of infection.



Mental health and wellbeing training

Mental health and wellbeing is increasingly being included in organisations' health and safety policies. After all, ensuring colleagues and students are happy and productive and know how to manage their workload and stress is just as important as awareness of their physical health.

Who needs health and safety training?

This will vary depending on what your organisation does and what job roles you have. We recommend carrying out risk assessments to help assess where risk might occur in the organisation and who needs the training. For example, are there heavy loads that need to be lifted? Do people often work on their own? Do you work with hazardous substances or at heights? First aid, fire safety, slips and trips and display screen equipment (especially now there has been a move to working from home) are relevant to most organisations and we would recommend all employees were aware of their responsibilities here.



Food safety and hygiene compliance



If your business is food-related, or you have an on-site canteen, café or provide any food or drink to consumers, you will need employees to be trained in the basics of food safety and hygiene to ensure that they know how to keep themselves safe, as well as the customers or consumers of the food products.

Food safety and hygiene training is offered at three different levels:

- **Level 1** covers the basics
- **Level 2** is the required level for anyone working directly with food
- **Level 3** is suitable for managers or supervisors in a food environment

As it's recognised that food safety spans many different industries and sectors, the training can be tailored to the sector you work in – such as, catering, retail and manufacturing – where different examples and scenarios for each course are based on the type of environment you work in. The level of training required will obviously depend on the role of the individual, but in general we would recommend Level 2, which covers important topics such as food-borne illness, food law, food preservation, storage and temperature control, personal hygiene, cleaning and pest control and the principles of HACCP.

A high-quality online course will give your staff all the knowledge they need to comply with the UK food standards, but depending on your organisation and what food goods you provide, you may also want to consider other training which covers important topics such as HACCP or food allergens, allowing your learners to learn about these topics in greater depth and ensure the safety of their colleagues.

Who needs food safety and hygiene training?

Food Safety and Hygiene training is relevant to **anyone** who works with, or handles food, no matter the size of their responsibilities – this ranges from chefs to someone holding a charity bake sale. As it is relevant across catering, retail and manufacturing establishments, it includes any food handlers from cafes, restaurants and bars to local shops, hotels, factories, prisons, colleges and schools. Remember, as it's an incredibly important topic, if you have any member of staff who handles food, it's best they have food safety awareness.



Safeguarding

Safeguarding is an important consideration if any of your employees come into contact with children, young people or vulnerable adults as part of their day-to-day role. Anyone in this position has a duty of care to the individuals they work with. They will need to be able to spot the signs and symptoms of abuse and know how to respond to suspected or disclosed abuse.

Safeguarding is a huge subject. Training will generally be pitched at one of three different levels:

- **Level 1** for people who have contact with children but are not responsible for safeguarding
- **Level 2** for those who work closely with children and have safeguarding responsibilities
- **Level 3** for those who have direct responsibility for safeguarding in their setting (for example, a safeguarding lead).

Some providers may also offer training at Level 4 and above, which is usually carried out face-to-face. For general purposes we recommend Level 1 training. At this level, training will cover the signs and symptoms of abuse and what to do if you suspect abuse, or if a child discloses information to you. It will also look at the national and local context of safeguarding, jargon and key terms, multi-agency working and best practice.



Who needs safeguarding training?

Anyone who is likely to come into contact with children, young people or vulnerable adults would need to have a certain level of knowledge surrounding safeguarding. Specific roles could include, receptionists, school and college workers, healthcare professionals such as doctors, care workers and childminders.

How do I roll out this training?

As it is likely that a large number of staff will require training, online training is a convenient, thorough way of ensuring that staff have completed the correct level which also offers a varied learning experience, using different interactive elements and resources and culminating in a final assessment to check the learner's knowledge.

When it comes to rolling out a training programme, a Learning Management System (LMS) can be incredibly beneficial. It allows training administrators to assign courses to large numbers of people quickly through one central system which also gives them the ability to track the learners' progress and report on whether that training has been completed or not.

It provides many other benefits as well: it houses all learning activity in one central place, allows for easy communication and engagement with the learners, and can deliver learning content in a variety of digital formats – whether that is through SCORM courses, videos or resources.



Helping you get started

Looking to build the skills, knowledge and confidence of your people whilst ensuring your workforce is compliant? Have a large number of employees working from multiple locations to train? Need a broad catalogue of digital training for your staff? No problem.

Our dedicated team can work with you to build a tailored and cost-effective training package unique to your business. Our 'Build you Own Package' is the answer, offering:

- Tailored advice from our learning consultants
- Delivered through our simple, intuitive and cloud-based LMS
- Report, manage and add your own learning content
- 12-month annual subscription
- Choose from over 200+ accredited and certified courses
- Choose the number of licences appropriate to you
- Onboarding support, if and when required
- Easily use your own LMS if you already have one in place

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