

How to stay compliant in education: A guide to choosing compliance training

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How to create digital training that will engage your staff



The importance of compliance training has always been well known to workers in the education sector, and never more so than now – a time when compliance practices have become essential to the lives of so many in the UK.

But it can feel like an impossible task to find out what you need to be compliant in, let alone where to find the correct training, so we have put together this short guide to the essential compliance training that you should be providing as an education organisation. It covers key areas such as health and safety, safeguarding and COVID-19 precautions, so you can not only meet your legal obligations with regards to compliance, but also demonstrate, that your organisation is safe and secure and takes compliance seriously.

In this guide, we will take you through these five key training areas:

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

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, but it should hopefully guide you in making the decision.



Safeguarding

Safeguarding encompasses a wide range of measures and principles which ensure the basic human rights of both adults and children. In any education establishment, there is a wide range of roles where it is possible to come into contact with both children and vulnerable adults, and anyone who fits this description is required to be able to recognise and report suspected abuse and, in some cases, act to address those concerns.

It can be very difficult to ensure compliance with safeguarding measures, as they can vary depending on role and organisation; however, it is important for all members of staff to know their responsibilities. Knowledge of guidance such as Working Together to Safeguard Children 2018 and legislation such as the Care Act 2014 is vital in clarifying what each person needs to do, and training is an ideal method of sharing this key information in a way that your members of staff can then easily apply to their roles.

Though the training needed is very much dependent on role, it will broadly fall into four categories – Levels 1, 2, 3 and 4.



- **Level 1** – This is the minimum level, required of anyone in a role where they have close contact with children or adults at risk and includes documenting concerns, sharing information and identifying where further support or referrals may be required.
- **Level 2** – This level is for those who have further responsibilities as part of their role and require training to undertake the role fully. This includes roles such as administrators and receptionists, teachers and sports coaches/trainers.
- **Level 3** – Anyone who has direct responsibility for safeguarding in their setting, for example safeguarding leads, will be required to take this level. This includes roles such as mental health staff, school nurses, social workers, support workers and nursery managers.
- **Level 4** – Anyone who needs an advanced level of safeguarding as part of their role, such as health professionals, will be required to complete this level. Whereas the other levels can be completed as digital training, Level 4 is most often completed as face-to-face training.

Many training providers will offer courses based around these levels to ensure that learners are confident they have had the correct level of training. Some will also offer courses on individual topics, such as online abuse, radicalisation or child sexual exploitation, which delve into these topics in more detail. This extra in-depth knowledge can be vital depending on the learner's role and the issues they deal with.

Who needs safeguarding training?

Anyone who comes into contact with children, young people or vulnerable adults as part of their job. This can range from receptionists, teaching assistants and coaches to safeguarding leads.



Food Safety and Hygiene

Food hygiene training is a much more widespread requirement than some would initially assume. It is a requirement of anyone working with food or drink to have a certain level of training, from those working in school kitchens to volunteers serving drinks at a parents' evening event, so many organisations will need to make sure their staff are appropriately trained in food hygiene.

Much like safeguarding, it can be difficult to know which level of training is required, and this will again depend on the individual's role, but at the very least, knowledge of personal hygiene, potential contamination points and cleaning premises is needed. At higher levels, an understanding of HACCP and the aim of food hygiene legislation and regulations may also be required.

Essential food hygiene training falls broadly across three levels:

- **Level 1** training introduces the learner to the basic principles of safety and hygiene, such as food safety terms, consequences of poor safety and how to address hazards. It is ideal for anyone who is a beginner to being in a food handling environment.
- **Level 2** training is a requirement for anyone who works with or handles food. It expands on the information covered at Level 1 and goes on to include food-borne illness, law, preservation and storage and HACCP.
- **Level 3** training is for anyone who works in a managerial or supervisory capacity in a food environment. It addresses what you need to do to implement effective systems that ensure safety and hygiene.

Some providers will also offer different versions of the training depending on the sector your organisation works in – for example, specific training for catering, manufacturing and retail environments. Whilst the core content is generally the same, the examples used will vary depending on the sector, which can be extremely useful in helping learners understand the context of the training and how it applies to their role. For learners working in the education sector, it is most likely that catering (for those in service) and manufacturing (for kitchen staff) would be the most relevant.

In addition to these levels of training, there are other topics that, whilst not a strict requirement, are certainly areas you may want to consider, such as allergy awareness and HACCP. These training courses go into greater detail about these areas to help develop your learners' knowledge and ensure a deeper understanding of the topic. This can be important in helping your staff to not only prepare food safely, but also to understand any allergies of pupils/students, which could be vital for planning, for example, educational trips.



Who needs food safety and hygiene training?

Anyone working in a food environment, whether they're preparing or serving food or drinks. This can range from food-specific roles, such as kitchen staff, food servers and any teachers that handle food (e.g. a food technology teacher), to school volunteers who may help out at events where food and drink is provided.



Health and safety

Health and safety training is essential in every workplace, regardless of sector. It ensures that you are not only protecting your staff but also anyone who visits your premises. Health and safety covers a wide range of areas – from moving and handling to first aid and fire safety – so finding training that is comprehensive and provides a sufficient level of detail is vital. Inevitably, each organisation's health and safety needs will be different, but by covering the essential areas you can ensure that your staff have knowledge of proper health and safety practices that they can apply to your organisation.

For the education sector, health and safety knowledge covers everything from moving and lifting loads within your workplace to writing risk assessments for any trips you may be planning. Whilst specialist health and safety may be required for particular roles (and there may also be some crossover with other areas, such as safeguarding), everyone in your organisation needs to have at least a foundational understanding of the basic health and safety principles that support a secure workplace.

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. Broadly, your learners will need to cover:

- Risk assessment
- Working at heights
- COSHH
- DSE workstation assessment
- Fire safety (including fire marshall and fire warden training)
- First aid
- Manual handling
- Lone worker safety
- Slips and trips
- Mental health and wellbeing
- COVID-19 training

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 staff understand how to keep themselves and others safe from risk of infection.



Mental health and wellbeing training

Mental health and wellbeing are 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?

Health and safety applies to everyone, whether you have a manual job, such as using machinery and equipment, or not. Although the type and extent of health and safety training will differ depending on your role, everyone can benefit from some level of training, including teaching staff, kitchen staff and servers, janitors, caretakers and office staff.



Business compliance



By business compliance training, we mean training around essential administration tasks, which, if not followed correctly, could result in fines and serious reputational damage to your education establishment. This is particularly vital with regards to data protection, where breaches with regards to an individual's data can lead to substantial fines.

This includes essential areas such as data protection, money laundering and payment card data security, as well as wider subjects such as taking card payments and managing your digital professional profile – a hugely important issue these days. These areas are all general day-to-day tasks that many of us encounter, regardless of role, and the correct training will make sure that all your colleagues have the same level of understanding regarding their duties and responsibilities. Other areas, such as consumer rights, may not be directly relevant to education organisations, though may have some relevance depending on your organisation and role.

Many training providers will offer compliance packages which cover the essential areas that you need to be trained in, though it can sometimes be worth buying individual courses if there are only certain areas that apply to your organisation. Generally, however, the following titles cover the areas you need to consider (many organisations will also include health and safety training as part of their compliance packages):

- Data Protection/GDPR training
- Cyber security awareness
- Payment card industry – data security standard
- The Consumer Rights Act 2015
- Anti-money laundering
- Managing your professional digital profile
- Equality and diversity
- Confidentiality

Who needs business compliance training?

When it comes to equality and diversity and confidentiality, it is important that heads of the establishment, governors and senior staff are aware of their responsibilities in these areas. Anyone working with the data or finances of the school and/or students will need to be aware of issues relating to data security and IT. Here, roles can range from school treasurers, IT support staff, school canteen staff dealing with money, administrative staff and anyone who may handle money for a trip or event.



Leadership and management

Leadership and management training is an area that, on the face of it, may not be directly relevant to every role, but actually has a wide application. Leaders are needed in the education sector – from teachers heading up the classroom to management staff leading organisations – and leadership and management training not only ensures that your staff can take charge of a situation when required, but also nurtures and develops the skills of potential future leaders.

Whilst qualifications required to reach higher levels of management will include elements of leadership and management training, there is no blanket requirement for leadership and management training across all education staff, and therefore there is no legal baseline with regards to leadership and management across education organisations. That being said, leadership is clearly an important skill to foster amongst your staff, particularly in roles such as safeguarding leads.

Many training providers will offer blanket leadership and management courses which aim to cover all the basics across one course. It can, however, be beneficial to break these down into topics, allowing your staff to focus on the areas that more closely apply to their roles. For example, whilst a member of staff may not require team leadership training, topics such as communication may have a really positive impact for them in their role. Breaking the training down in this way not only allows your staff to pick and choose the areas that are most relevant to them, but also makes it easier when revisiting and refreshing their knowledge.

Generally, leadership and management training can be broken down across the following areas:

- Growth mindset and emotional intelligence
- Managerial qualities
- Personal effectiveness
- Performance management
- Communication
- Coaching
- Managing teams
- Managing change



Who needs leadership and management training?

As the name suggests, anyone in a managerial role such as head and deputy head teachers, or heads of departments.

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

If you want to stay up to date on relevant legislation, be compliant and ensure your employees' and customers' safety, you need a strong training package.

Feel free to **browse our extensive course catalogue**, or speak to one of our team who will be more than happy to help you build the training programme you need.

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