

**Directorate of Community Services**

**Public Health Development  
and Community Safety**

Evaluation of Training Courses  
in Food Safety and Health and Safety  
2007 – 2008

## Introduction

Training courses in food safety and health and safety at work have been offered to local businesses for more than 15 years. The Council has always taken the view that by increasing knowledge and understanding of the issues, standards will improve – benefiting the businesses and the consumer. There are also a number of other benefits, including the offering of a service to small businesses, helping to break down barriers between the Council and business and the provision of training could also be seen as an alternative enforcement approach.

This review summarises the feedback received from the training courses offered to local businesses by the Public Health and Community Safety Team during the year 2007 / 2008. The report includes numbers of candidates studying for each certificate, pass rates and results from the evaluation of courses.

The evaluation process provides essential feedback to the Council on the training programme and courses offered, helping us to improve the service offered to the customer.

The individual syllabus's for the Level 2 (foundation), Level 3 (intermediate) and Level 4 (advanced) level Certificates and the Professional Trainer Certificate are all provided by the Chartered Institute of Environmental Health (CIEH) and the certificates issued are therefore nationally recognised. The exams taken by the candidates are all marked externally.

The vast majority of delegates attending the courses come from Wealden based businesses. These courses are viewed therefore as supporting one of the Council's key priorities: 'Putting People First' through quality service provision and promoting health, prosperity and community safety.

## Examination Successes

**Table 1: Number attending each course held during 2007 – 2008 including examination pass numbers.**

<b>Name of Course</b>	<b>Number attending</b>	<b>Number sitting the examination</b>	<b>Number Passing the examination first time</b>
Level 2 Certificate in Food Hygiene	184	184	184
Level 3 Certificate in Food Hygiene	9	9	9
Level 4 Certificate in Food Hygiene	6	6	6
Level 2 Award in Nutrition and Special Diets	10	10	10
Level 2 Certificate in Health and Safety in the workplace	0	0	0
Level 4 Certificate in Health and Safety in the Workplace	12	12	12
Professional Trainer Certificate	11	11	11
<b>Totals</b>	<b>232</b>	<b>232</b>	<b>232</b>

Each CIEH course has a minimum trainer input time: for the Level 2 Certificates it is 6 hours; the Level 3 it is 18 hours; and the Level 4 it is 36 hours. For the professional trainer certificate is 18 hours including assessment time.

The overall pass rate for the year was 100%, which is a fantastic achievement and reflects the hard work put in by the candidates and tutors.

The national pass rates for the relevant examinations are as follows: the Level 2 Certificate in Food Hygiene was 95%; the Level 2 Award in Nutrition and Special Diets was 89%; the Level 3 Certificate in Food Safety was 88.5%; the Level 4 Award in Food Safety was 75%; the level 4 Certificate in Health and Safety in the workplace was 85%; and for the Professional Trainer Certificate it was 99%.

## Evaluation of Training

**Table 2: Summary of the areas rated by delegates 2007- 2008 (n = 208)**

Criteria	Excellent	Good	Fair	Below expect'ns
Advanced information	47%	45%	6%	2%
Suitability of the venue	62%	37%	0.5%	0.5%
Layout of the training room	58%	40%	1.5%	0.5%
Pace of the course	59.5%	38%	2.5%	0%
Handouts and notes that you were given	65%	33.5%	1.5%	0%
Relevance of the course to your own needs	56.5%	39%	4%	0.5%
Style of presentation	74%	26%	0%	0%
Ability of the trainers to explain things and answer questions	84%	16%	0%	0%
Attitude of the trainers	89%	11%	0%	0%
Our overall performance	77.5%	22%	0.5%	0%

**Table 3: Meeting the delegates objectives 2007 – 2008 (n = 208)**

Yes	No
100%	0%

**Table 4: Trainers doing all they can to prepare you for the examination 2007 – 2008 (n = 208)**

Yes	No
100%	0%

## Conclusions

The results of this evaluation are extremely positive and very encouraging, the figures speaking for themselves. Attaining a 100% pass rate in all the examinations sat by candidates is a great achievement.

The evaluation by candidates was also positive. The three key criteria of 'the ability of the trainers to answer questions and explain things', 'their attitude' and 'our overall performance' were the highest rated factors.

The comments made by people are also enlightening and encouraging (see Appendix A), they have not been edited.

For 2008/09 we will start to monitor equality data, to provide more information on who is taking our courses.

Jeremy Leach  
Public Health Development Manager  
16<sup>th</sup> April 2008.

## APPENDIX A

The following comments were made by people on the evaluation sheets. The comments have all been included and have not been edited.

### **Did the course meet your objectives?**

Informative at the right level and very well presented  
Plenty of time to absorb information and discuss  
An interesting course for what could be a dull subject  
Enjoyable easygoing course made it a comfortable learning environment  
Good teaching helped, interesting and informative  
Interesting and informative discussions  
Trainers made me feel at ease and relaxed - very well briefed and aware of expectations  
Well organised fun and effective  
Good - I didn't lose concentration  
A fun day and very informative  
A most useful training day - full of common sense  
It was encouraging to have open discussion and hear different viewpoints.  
The pace of the course was good took into account our needs  
I learnt a lot and it will help with my caring job.  
The course was interesting and fun.  
The course was informative and gave me what I needed without drowning me in information

### **What factors helped or hindered your learning?**

Relaxed style of trainer, ability to give practical examples  
Relaxed attitude and enthusiasm of trainer  
Relaxed and fun.

### **If you had to sum up the training in one sentence what would it be?**

Good fun, practical  
A fun informative day  
excellent and hugely entertaining. Best day I have had in ages on a training course.  
Fantastically well led - good relevant topical . Well informed.  
Clear advice. Set at the correct pace for the group. Group was fun.  
Very thorough and knowledgeable trainers who made every topic interesting (Adv H&S)  
Pleasant interesting and informative