

# GROW YOUR SKILLS

2021 HOST TRAINING



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Some colleagues and I enrolled in a Highfield Personal License qualification, delivered at HOST Somerset, Sedgemoor. The facility was ideal for the day, the trainer and training resources were clear and straightforward, the price was very reasonable, and we were well looked after, especially at lunch time!. We wouldn't hesitate to book again.

**Simon Cash – Back of House Manager, Somerset Larder**

## ABOUT US

HOST is delighted to be able to offer training courses as an accredited Highfield Training Centre. Highfield is one of the UK's leading awarding organisations for vocational qualifications, work-based learning and apprenticeship qualifications.

When current COVID-19 restrictions are lifted, HOST will be able to provide face-to-face learning at their quality training facilities located within the HOST Somerset campuses. For now, a wide range of training programmes can be delivered via Highfield's extensive range of online courses.

Whilst there are plenty of benefits to learning within a traditional teaching environment, many people are keen to spend less time in the classroom and see independent learning as the right choice for their personal development. Working at a time and place to suit, completing an online course is the ideal way to complete a recognised qualification.

For businesses looking to support their employees with a wide range of training needs, online learning means everyone can access the courses that are most relevant to their role. From customer service to food safety, our workplace courses are ideal for training and developing effective teams.



## Award in Customer Service (RQF)

QUALIFICATION NUMBER: 601/7005/0

This qualification has been written to prepare Learners for employment. It also supports learners Who are new to the customer service sector and Wish to improve their knowledge of this area, Resulting in the achievement of a nationally Recognised qualification.

### Why a host highfield qualification?

We are the leading provider of regulated Compliance qualifications in the uk, certifying Over 350,000 learners a year.

We're extremely proud to be a highfield-approved Centre and offer industry-recognised qualifica-tions that will enhance your career prospects.

### Course dates:

Xxxxxx

TO BOOK THIS COURSE SIMPLY

CALL US ON: 01278 559 384

OR EMAIL: [training@host-somerset.co.uk](mailto:training@host-somerset.co.uk)



### Assessed by:

portfolio of evidence

### Course duration:

1 day

### Regulated by:

OFQUAL

CCEA

QUALIFICATIONS WALES

### What does the qualification cover?

Topics include:

- Delivering good customer service
- Different communication methods
- Good customer service in line with organisational procedures
- Effectively deal with customer queries, problems and complaints



## Award in Food Allergen Awareness and Control in Catering (RQF)

QUALIFICATION NUMBER: 603/1396/1

CREDIT VALUE: 1

This qualification is aimed at food handlers and other staff involved in food preparation and service who work within the catering industry. The objective of the qualification is to support a role in the workplace. It is designed to provide knowledge and understanding of food allergens and foods commonly causing intolerances, their characteristics and effects, the importance of effectively communicating information regarding allergenic ingredients to customers, and how staff can minimise the risk of cross-contamination from allergenic ingredients.

### How long will it take me to achieve this qualification?

This qualification has a recommended 4 hours guided learning and is usually achieved by taking a half-day classroom-based course. There are no subject specific pre-requisites and the qualification is suitable for learners aged 14+.

It is recommended that learners undertaking the qualification have a minimum of level 1 in English and maths or equivalent.

### How is the qualification assessed?

This qualification is assessed by an end-of-course 15 question multiple choice exam paper. The pass mark for the paper is 9 out of 15 questions correct (60%).

### What next?

Individuals achieving this qualification may wish to progress on to other food safety and allergens related qualifications, such as Highfield Level 3 Award in Food Allergen Management in Catering (RQF) and the Highfield Level 2 Award in Food Safety in Catering (RQF).

### Where can this course be taken?

Through any Highfield Qualifications approved training centre.

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LEVEL 2

CLASSROOM  
£100

## Award in Healthy Food and Special Diets (RQF)



QUALIFICATION NUMBER: 603/1401/1

This qualification is ideal for anyone who prepares and serves food, as it provides learners with a basic understanding of nutrition and the requirements of special diets to enable the planning and provision of well-balanced meals that will have a positive impact on health.

### How long will it take me to achieve this qualification?

This qualification is usually obtained by taking a 1 day classroom-based course. However, it can also be achieved through a variety of other methods including blended and distance learning.

### How is the qualification assessed?

It is assessed by a multiple-choice examination, where the candidate must answer at least 14 out of 20 questions correctly. The examination will take a maximum of 30 minutes to complete and

can be taken in paper-based format or via Highfield e-assessment.

### What next?

Learners successfully completing this qualification may wish to progress on to further qualifications, such as:

- Highfield Level 2 Award in Food Safety in Catering
- Highfield Level 3 Award in Food Allergen Management for Caterers
- Highfield Level 3 Award in Principles of Developing a Positive Food Safety Culture

### Where can this course be taken?

This qualification can be taken through any HOST approved training centre.

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LEVEL 2

CLASSROOM  
£100

## Award in Conflict Management (RQF)



QUALIFICATION NUMBER: 600/0670/5

CREDIT VALUE: 2

This regulated qualification is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and who would like to gain more confidence in being able to deal with conflict situations.

Subjects covered include the role of communication, the assessment of risks in conflict situations and follow up practices after such events.

### How long will it take me to achieve this qualification?

To complete this qualification, learners should expect to undertake a total qualification time

(TQT) of 16-hours, 11-hours of which are guided learning (GL). The delivery may be adjusted in accordance with learners needs and/or local circumstances.

### How is the qualification assessed?

The qualification is assessed through a 1 hour, 30-question, multiple-choice question examination. Candidates must achieve a score of at least 20 out of 30 to pass.

### What next?

After completing this qualification, progression and further learning routes can include:

- Highfield Level 3 Award in the Delivery of Conflict Management Training (RQF)

### Where can this course be taken?

This qualification can be taken through any HOST approved training centre.

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## Award in the Control of Substances Hazardous to Health (RQF)



QUALIFICATION NUMBER: 603/1620/2

CREDIT VALUE: 1

This qualification is aimed at learners who have access to any environment where coming into contact with hazardous substances is likely. This includes workplaces in areas such as manufacturing, cleaning, healthcare, transport, utilities and office environments as well as classroom environments.

The objective of the qualification is predominantly to support a role in the workplace, however may also be suitable for younger learners preparing for employment or wishing to progress onto further learning in a related subject.

### How long will it take me to achieve this qualification?

The total qualification time for this qualification is 6 hours and of this 5 hours are recommended as guided learning hours.

### How is the qualification assessed?

This qualification is assessed by a 30 minute multiple-choice examination, where learners must answer 9 out of 15 questions correctly to pass.

### What next?

Learners successfully completing this qualification may wish to progress onto further qualifications such as:

- Highfield Level 2 Award in Risk Assessment (RQF)
- Highfield Level 2 Award in Health and Safety within the Workplace (RQF)
- Highfield Level 3 Award in Health and Safety in the Workplace (RQF)

### Where can this course be taken?

Through any Highfield approved training centre.

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## Award in Customer Service (RQF)



QUALIFICATION NUMBER: 600/6855/4

The objective of this qualification is to prepare Learners for employment in the customer Service industry. The qualification provides Learners with the knowledge, understanding And skills needed to work in this sector.

### Why a highfield qualification?

Highfield is the leading provider of regulated Compliance qualifications in the uk, Certifying over 350,000 learners a year. We're extremely proud to be a highfieldapproved Centre and offer industry-recognised Qualifications that will enhance your career Prospects.

### Assessed by:

portfolio of evidence

### Course duration:

1 day

### Regulated by:

OFQUAL  
CCEA  
QUALIFICATIONS WALES

### What does the qualification cover?

- Understanding how to work in a customer service environment
- Communication in customer service
- The principles of personal performance and development
- The principles of working in a business environment
- Working with others in a business environment

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**LEVEL 2**  
Classroom  
**£100**



## Award in Food Safety for Catering (RQF)

QUALIFICATION NUMBER: 603/4937/2

By law, food business operators must ensure That food handlers receive the appropriate Supervision and training in food hygiene. This qualification is suitable for those working in A catering environment who are responsible for Handling food. It is also the most popular food Safety qualification accepted by enforcement Officers and auditors.

### Why a highfield qualification?

Highfield is the leading provider of regulated Compliance qualifications in the uk, certifying Over 350,000 learners a year.

Highfield currently provides around 70% Of all regulated food safety qualifications.

We're extremely proud to be a highfield-approved Centre and offer industry-recognised qualifications that will enhance learners' career prospects.

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### Course duration:

1 day  
ADVOCATE A REFRESHER EVERY 3 YEARS

### Regulated by:

OFQUAL  
QUALIFICATIONS WALES

### What does the qualification cover?

- Topics include:
- The importance of food safety procedures and complying with the law
  - Microbiological, chemical, physical and allergenic hazards and their control
  - Good temperature control and stock rotation
  - The importance of good personal hygiene and preventing contamination, including handwashing, protective clothing, cuts and reporting illness
  - Keeping work areas and equipment clean and safe
  - Safe waste disposal
  - Pest control

**LEVEL 2**  
Classroom  
**£100**

## Award in HACCP for Catering (RQF)

QUALIFICATION NUMBER: 603/2527/6

CREDIT VALUE: 1

The Highfield Level 2 Award in HACCP for Catering (RQF) is aimed at those working in a food catering environment and other food handlers. The qualification is intended for candidates already working in catering and those who are preparing to work in the industry.

The objective of the qualification is to provide an introduction to HACCP, and also support those who are, or will be part of a HACCP (hazard analysis and critical control points) team within a catering environment.

### How long will it take me to achieve this qualification?

The total qualification time (TQT) for this qualification is 7 hours and of this 6 hours are recommended as guided learning hours. This qualification is usually delivered over one day.

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### How is the qualification assessed?

This qualification is assessed by a 30-minute, 15-question multiple-choice examination, where the learner must answer at least 9 out of 15 questions correctly to pass.

### What next?

Learners successfully completing this qualification may wish to progress onto further qualifications, such as:

- Highfield Level 3 Award in HACCP for Catering (RQF)
- Highfield Level 3 Award in HACCP for Food Manufacturing (RQF)
- Highfield Level 3 Award in Food Safety in Manufacturing (RQF)

### Where can this course be taken?

Through any Highfield approved training centre.

**LEVEL 2**  
Classroom  
**£100**



## Award in Health and Safety within the Workplace (RQF)

QUALIFICATION NUMBER: 603/1289/0

This qualification has been designed specifically for those individuals who are required to have a basic knowledge of health and safety practices that are essential in the workplace. It is also ideal for those entering the workplace for the first time or looking to progress in an organisation.

### Why a highfield qualification?

Highfield is the leading provider of regulated compliance qualifications in the UK, certifying over 350,000 learners a year.

More learners complete a level 2 award in health and safety in the workplace qualification through Highfield than through any other awarding organisation.

We're extremely proud to be a Highfield-approved centre and offer industry-recognised qualifications that will enhance learners' career prospects.

### Course duration:

1 day

### Regulated by:

OFQUAL  
CCEA  
QUALIFICATIONS WALES

### What does the qualification cover?

Topics include:

- The duties and responsibilities of employers and employees
- The benefits of good health and safety in the workplace
- The process of risk assessment
- Hazards and controls in the workplace
- Responding to accidents, near misses and ill-health in the workplace
- Emergency procedures
- The importance of reporting accidents

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**LEVEL 2**  
Online  
**£25**



## Award for Personal Licence Holders (RQF)

QUALIFICATION NUMBER: 603/2597/5

### Who requires this qualification?

Any business licensed to sell alcohol, including small pubs, retailers, large night clubs, cafés, restaurants, hotels and sports facilities, is required by law to have at least one personal licence holder. To become a personal licence holder, an individual should obtain a regulated personal licence holders qualification.

A personal licence allows the holder to sell or authorise the sale of alcohol. A personal licence is also needed to apply to become a designated premises supervisor (dps). Licensed premises can have more than one personal licence holder.

### Why our qualification?

Highfield is the leading provider of regulated compliance qualifications in the UK, certifying over 350,000 learners a year. We're extremely proud to be a highfield-approved centre and offer industry-recognised-qualifications that will enhance your career prospects.

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### Course duration:

1 day

Legal requirement for licence holders (England and Wales)

### Regulated by:

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### What does the qualification cover?

Topics include:

- understanding the application process for a personal licence
- Your legal duties as a personal licence holder
- The roles, responsibilities and functions of licensing authorities
- The licensing objectives and why they're so important
- How the nature and strength of alcohol can affect your customers
- The law relating to protecting children on a licensed premises
- The powers held by the police and other authorities

LEVEL 2

CLASSROOM  
£100



## Award in Underage Sales Prevention (RQF)

QUALIFICATION NUMBER: 603/3515/4

### Who requires this qualification?

Any individual working, or preparing to work, in Retail or licensed premises will need to know how to prevent the underage sale of age-restricted Products, such as alcohol, tobacco and knives. This qualification has 5 different industry-specific Pathways, including retail, licensed hospitality, Gambling, restricted entertainment and body Modification.

### Why a highfield qualification?

Highfield is the leading provider of regulated Compliance qualifications in the uk, certifying Over 350,000 learners a year. We're extremely Proud to be a highfield-approved centre and Offer industry-recognised qualifications that will Enhance your career prospects.

### Course duration:

1 day

### Regulated by:

OFQUAL  
CCEA  
QUALIFICATIONS WALES

### What does the qualification cover?

Topics include:

- The law relating to the underage sale of restricted products or services
- How to refuse the sale of an age-restricted product or service
- How to manage conflict resulting from a challenge of age or refusal of sale
- Why you should record admissions and sale refusals
- Other topics related to your chosen pathway (retail, hospitality, gambling, restricted entertainment or body modification)

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LEVEL 2

CLASSROOM  
£100



## Award Safe Moving and Handling (RQF)

QUALIFICATION NUMBER: 501/1772/5

CREDIT VALUE: 2

This qualification is an introduction to moving and handling activities for those starting work, returning to work or who need specific training in manual handling, as well as being a suitable qualification for refresher training. Learners gaining this qualification will understand that moving and handling must be carried out correctly and will recognise its importance in ensuring a safer working environment. Subjects covered include the reasons for safe manual handling, manual handling risk assessments principles, types of equipment and testing requirements associated with manual handling safety.

### How long will it take me to achieve this qualification?

The total qualification time for this qualification is 20 hours and of this 10 hours are recommended as guided learning hours.

TQT is an estimate of the total number of hours

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it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming Guided Learning Hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

### How is the qualification assessed?

This qualification is assessed in 2 parts.

Part 1: Learning outcomes 1-3 are assessed by multiple-choice question examination. Learners must answer at least 9 out of 15 questions correctly to achieve a pass.

Part 2: Learning outcome 4 is assessed by practical assessment.

### What next?

Individuals achieving this qualification can then progress onto the:

- Highfield Level 2 Award in Health and Safety in the Workplace
- Highfield Level 2 Award in Moving People Safely

### Where can this course be taken?

Through any Highfield Qualifications approved training centre.



## Award in Risk Assessment (RQF)

QUALIFICATION NUMBER: 603/2413/2

CREDIT VALUE: 1

This qualification is designed to prepare learners to progress into further/higher level training and is designed to provide learners with an awareness of the benefits of risk assessment in any environment.

The qualification can be taken as a stand-alone or as part of a wider programme of training, it is suitable for learners aged 14+ and has one mandatory unit to complete.

### How long will it take me to achieve this qualification?

This qualification is usually achieved by taking a one-day classroom-based course, however, it can also be achieved through a variety of other methods including blended, distance and e-learning.

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### How is the qualification assessed?

It is assessed by a multiple-choice examination, where the learner must answer at least 9 out of 15 questions correctly. The examination will take a maximum of 30 minutes to complete.

### What next?

Learners successfully completing this qualification may wish to progress onto further qualifications, such as:

- Highfield Level 2 Award in Health and Safety within the Workplace (RQF)
- Highfield Level 3 Award in Health and Safety within the Workplace (RQF)

### Where can this course be taken?

Through any Highfield approved training centre.



## Award in Food Allergen Management in Catering (RQF)

QUALIFICATION NUMBER: 603/1720/6

CREDIT VALUE: 2

This qualification is aimed at learners responsible for the purchase, delivery, production and service of food in the catering industry. It is also suitable for those owning/managing a smaller catering business.

Learners achieving this qualification will have knowledge and understanding relating to the control of food ingredients, including allergens, at all stages of food purchase and production. Topics covered include the manager's role in ensuring food ingredients are effectively managed, accurate communication of ingredient information from supplier to consumer, the importance of practical controls to reduce the risk of allergenic contamination and methods of managing ingredient controls and procedures.

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### How long will it take me to achieve this qualification?

The total qualification time for this qualification is 10 hours, of which, 7 hours are recommended as guided learning hours.

### How is the qualification assessed?

This qualification is assessed through a 30-question multiple-choice examination. The duration of the examination is 1 hour. To achieve a pass grade, learners must score at least 18 out of 30 on the examination. Learners will achieve a distinction grade if they score at least 24 out of 30.

### What next?

Individuals achieving this qualification may wish to progress on to the following:

- Highfield Level 4 Award in Managing Food Safety in Catering (RQF)

### Where can this course be taken?

Through any Highfield approved training centre.



## Award in Effective Auditing and Inspection (RQF)

QUALIFICATION NUMBER: 603/2606/2

CREDIT VALUE: 1

This qualification is aimed at supervisors, team leaders, chefs, QA staff and managers working in a variety of industries where verification, auditing (including internal auditing and supplier auditing) or inspection is undertaken. Industries may include all sectors of the food industry, consumer products, hospitals, laboratories, pharmaceuticals, warehousing and retail. The qualification is also suitable for student environmental health officers.

This qualification will provide learners with theoretical knowledge on how to effectively carry out audits/inspections, including: the purpose of audits/inspections and the role of the auditor/inspector, how to methodically approach the planning of audits/inspections, how to collect and analyse data and the purpose and content of an audit/inspection report.

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### How long will it take?

The total qualification time for this qualification is 9 hours, and of this, 7 are recommended as guided learning hours.

### Assessment method

This qualification is assessed by a multiple-choice examination.

### What next?

On successful completion of this qualification, learners (depending on the industry they work within) may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 4 Award in Managing Food Safety in Catering (RQF)
- Highfield Level 4 Award in Food Safety Management for Manufacturing (RQF)

### Where can this course be taken?

Through any Highfield approved training centre.



## Award in Food Safety for Catering (RQF)

QUALIFICATION NUMBER: 603/4942/6

### Who requires this qualification?

Supervisors/managers and future supervisors  
And managers.

The training of food handlers is a legal Requirement, and the key to profitability and high Standards of food safety is to train supervisors and managers and ensure their competency.

### Why a highfield qualification?

Highfield is the leading provider of regulated Compliance qualifications in the uk, certifying Over 350,000 learners a year.

Highfield currently provides around 70% Of all regulated food safety qualifications. We're extremely proud to be a highfield-approved centre and offer industry-recognised qualifications that will enhance learners' career prospects.

### Course duration:

1 day

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A leading regulated supervisory course

### Regulated by:

OFQUAL  
QUALIFICATIONS WALES

### What does the qualification cover?

Topics include:

- The importance of food safety management procedures and complying with the law
- The role of the supervisor in maintaining food safety
- Ensuring that microbiological, chemical, physical and allergenic hazards are controlled
- Ensuring good temperature control and stock rotation
- The importance of ensuring good personal hygiene and preventing contamination, including handwashing, protective clothing, cuts, training and reporting illness
- Ensuring that work areas and equipment are kept clean and safe
- Ensuring safe waste disposal and pest management
- Implementing food safety management systems



## Award in HACCP for Caterers (RQF)

QUALIFICATION NUMBER: 603/4316/3

CREDIT VALUE: 1

The Highfield Level 3 Award in HACCP for Caterers (RQF) has been developed for caterers to gain a better understanding of how HACCP can be simply applied to the catering environment. This one-day qualification will also be useful for those learners who already hold a level 3 or level 4 food safety qualification as a means of demonstrating CPD. It may also suit some enforcement officers who mainly inspect catering premises.

### How long will it take me to achieve this qualification?

The total qualification time for this qualification is 7 hours, of which all are recommended as guided learning hours.

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### How is the qualification assessed?

This qualification is assessed by multiple-choice examination.

Learners must complete 30 questions within 60 minutes. Successful learners will have to demonstrate knowledge and understanding across the qualification syllabus and achieve a pass mark of 60% (18/30). Learners will receive a distinction if they achieve a pass mark of 80% (24/30).

### What next?

Individuals achieving this qualification can progress onto the Highfield L4 Award in HACCP for Management (CODEX Principles).

### Where can this course be taken?

Through any Highfield approved training centre.



## Award in Health and Safety in the Workplace (RQF)

QUALIFICATION NUMBER: 600/0645/6

### Who requires this qualification?

This qualification has been designed for managers, supervisors and team leaders, or those who are preparing to start work at this level, to gain a good understanding of health and safety that would be relevant within their workplace.

### Why a highfield qualification?

Highfield is the leading provider of regulated Compliance qualifications in the UK, certificating Over 350,000 learners a year.

Highfield currently provides around 80% of All regulated level 3 health and safety in the Workplace qualifications.

We're extremely proud to be a highfield-approved Centre and offer industry-recognised qualifications that will enhance learners' career prospects.

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### Regulated by:

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### What does the qualification cover?

Topics include:

- The legal framework relating to health and safety at work
- The main causes of injuries and ill health at work
- Safety management systems
- The costs associated with accidents and ill health
- The benefits of risk assessment and the different types available
- Understanding workplace hazards and minimising ill health and injuries
- Managing the effects of accidents and incidents in the workplace

# PRICING – ONLINE TRAINING

## Food & Drink

- Food Safety L3
- Food Safety L2
- Food Safety L1
- Introduction to allergens
- Personal License

## Care

- Care Certificate

## Health & Safety

- Health & Safety Safety L3
- Health Safety L2
- Health Safety L1
- Fire Safety L2
- Asbestos Awareness
- Manual Handling

## Customer Service

- Customer service L2

## Short Courses

- Communication,
- Display Screen Equipment,
- Equality and Diversity,
- Fraud and Fraud Prevention,
- General Data Protection Regulations,
- Infection Prevention and Control,
- Introduction to Fire Safety in the Workplace,
- Managing Conflict,
- Prevention of Money Laundering,
- Safeguarding Children,
- Self-Awareness and Personal Development,
- Stress Management,
- Teamworking

## Price List

- Level 3 – £175
- Level 2 – £25
- Level 1 – £20
- Care Certificate – £50
- Short Courses – £10

# PRICING – CLASSROOM TRAINING

## Food & Drink

- Food Safety L3
- Food Safety L2
- Level 3 Award in Food Allergen Management
- Highfield Level 2 Award in Food Allergen
- Level 2 Award in Healthy Food and Special Diets
- Level 2 Award in HACCP

- Level 2 Award in HACCP
- Level 3 Award in HACCP
- Level 2 Award in Customer Service
- Level 2 Award in Underage Sales Prevention

## Health & Safety

- Level 3 Award in Effective Auditing and Inspection
- Level 2 Award in Conflict Management
- Level 2 Award COSHH
- Level 2 Award in Risk Assessment
- Highfield Level 2 Award in Health and Safety

- Level 3 Award in Health and Safety
- Highfield Level 2 Award in Safe Moving and Handling

## Price List

- 1/2 Day – £50
- 1 Day – £100
- 2 Day – £200
- 3 Day – £300



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