

Compliance Training **FAQs**

Question 1: 'Has L2 Food Safety training changed?

Answer: Yes, selling safe food to our customers is vital to ensuring that we put the customer at the heart of everything we do. To support with the delivery of this we reviewed our Level 2 training product and have launched a brand new, endorsed learning that we have successfully trialled in our pilot stores.

This new learning is bespoke to M&S and is more in line with our day to day operation of preparing and handling safe food.

This new product will take an average of 2 hours to complete enabling us to focus more time on our customers.

- The workbook ordering process remains the same (via the L&D academy)
- The criteria of who requires this training remains the same, (i.e. anyone that handles open food)
- On completion of the workbook, learners will need to complete an eAssessment and digitally sign-off completion of their learning.

Question 2: What happens when I've completed the L2 Food Safety workbook?

Answer: On completion of the workbook, colleagues will need to access an eAssessment. This can be found on the Shape up to Food Safety Level 2' course page, [click here](#)

A 100% pass rate is required to successfully complete the learning

If 100% is not achieved, there will be a requirement to take the assessment again.

Please support your teams with this

On successful completion of the eAssessment, colleagues will need to digitally sign-off their learning. This can be achieved via the 'click here' link above

The digital sign-off shows that the learning has taken place and provides proof of completion

Colleagues will also need to sign the back of their workbook as their own record of completion, which they then retain

As at present, all colleagues that require Level 2 learning need to be added to the Training Tracker on their start date

Question 3: Can I order Food Safety level 2 workbooks for new staff I haven't recruited yet?

Answer: No, only order workbooks when required for specific members of staff. Workbooks and assessment must be completed within 7-days of receipt.

**The exception to this is if you are part of a new store which is opening in which case we will support sending a number of workbooks once validated by a member of the TSL team.*

Question 4: Can I still use Highfield Food Safety Level 2 Exam papers?

Answer: Yes, we are encouraging stores to utilise any existing stocks of Highfield L2 Food Safety examinations packs. Completed examination papers should be sent to the following address for marking and certification:

FAO M&S Compliance Team
Train 2 Train
Office 22-23 The Rear Walled Garden
The Nostell Estate
Wakefield
WF4 1AB

Question 5: Why do I need to attend a food safety course and obtain this qualification?

Answer: Anyone working in a hospitality area has a responsibility for ensuring the selling of safe food to our Customers and therefore a knowledge within these specialist areas is required. Please click on the link below for more information on the roles & responsibilities.

https://mnsCorp.sharepoint.com/sites/MWS/foodsite/_layouts/15/WopiFrame.aspx?sourcedoc=%7BE771910A-1DC8-4418-BB42-F065D0CE8EAC%7D&file=Selling%20Safe%20Food%20%20The%20Roles%20and%20Responsibilities%20Card.doc&action=default&DefaultItemOpen=1

Question 6: We have several different areas of hospitality in my Store ie ISB, Café, Deli Bar. Do I need different training depending on which area I am working in?

Answer: No. The training requirements are the same for each area: - Completion of your Induction training and successful Compliance knowledge check, followed by Food Safety Level 2.

Question 7: My Store is due to be carrying out food tasting, what training do the staff need to conduct this?

Answer: The member of staff carrying out the food tasting is only required to have completed their Induction training and successful Compliance knowledge check, they do not need to be Food Safety L2 trained.

Question 8: I'm an existing First Aider and was previously trained on a 3-day First at Work/2-day Requalification course. These courses are no longer available, what do I need to do?

Answer: Your current qualification is valid, and training is not required until your qualification is due to expire. At the time of expiry, you will need to book to attend an 'Emergency First Aid at Work' 1-day course.

Question 9: How do I book a course?

Answer: Please visit the 'View Course Availability and Book' section of this website. You will see the full list of courses currently available and you can use the filters provided to search by region and/or subject area. To book your preferred course, simply click the 'Book' button, complete the form and then click 'submit'. You will then receive your booking confirmation with 24-hours.

In addition, when booking a place on the Fire course, once your request is confirmed you will be sent a booking form for accommodation. Delegates should email the completed form to AMEX and they will receive confirmation of accommodation 7 days prior to the course.

Question 10: What do I do if I need a replacement certificate?

Answer: Please contact Train2Train

Question 11: The Compliance Report is not up to date

Answer: If you identify an error with the data held for your store then please do assist by completing and submitting the Delegate Amendment Form for Train2Train to administer. Please note: your requested amendments will not be immediately visible as the report is uploaded to the M&S Portal on a weekly basis. If, after 1-week, your requested amendments are not visible on the report then please contact Train2Train at RetailComplianceTraining@marks-and-spencer.com.

Question 12: How do I know what course I can attend and what is the eligibility criteria?

Answer: The 'Course Information' section of this website includes a Course Fact Sheet for each subject area containing information such as eligibility criteria and any pre-course requirements.

Question 13: How many people do I need to have in the Store who have their PLH qualification?

Answer: The number of PLH's that you require varies depending on the size of your Store. Please refer to the matrix, which can be found in the Alcohol Policy by accessing the link below.
https://mnsCorp.sharepoint.com/sites/MWS/operationssite/_layouts/15/WopiFrame.aspx?sourcedoc=%7B3563E8-48-3A12-404B-B7DF-5691F681E90F%7D&file=Alcohol%20Policy%20%20England%20and%20Wales%20V5.pptx&action=default&DefaultItemOpen=1

Question 14: Who should I contact if I have any questions related to my booking form or course?

Please contact Train2Train on 01302 363136

Question 15: When will I get a confirmation of my course place after I submit the booking form?

Answer: You will receive a confirmation email within 24 hours of your booking.

Question 16: Which courses have pre-material?

Answer: 2 courses have pre-material:

FHSO: Health and Safety course has a pre material workbook and manual and Food Safety Level 3 has a pre material workbook and manual which will arrive in your store at least 2 weeks before the course.

Question 17: When will I get the course material/pre-course reading?

Answer: You'll be sent pre-course reading/course material along with your joining instructions at least 2 weeks before the course starts which needs to be completed prior to the course and taken with you on Day 1.

Question 18: What should I do if I have any special requirements around the training or workbook?

Answer: Please send an email to RetailComplianceTraining@marks-and-spencer.com and let us know the special requirements prior to the training.

Question 19: What do I do when I receive my Level 2 Food safety or Level 3 Food safety certificate?

Please retain a hard copy in the compliance cabinet so that inspectors can find them.