

Public Protection Partnership Training and Development Plan 2023/24 Revision

March 2023

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1. INTRODUCTION

The Public Protection Partnership (PPP) is committed to developing our employees in light of changing demands on the Service as well as new ways of working and learning and the Service therefore aims to:

- Help employees to develop their skills and potential;
- Increase personal growth and performance of the team;
- Provide good quality services and value for money for our residents and the authorities we serve;
- Inform, protect and support residents and legitimate business.

This plan outlines the direction for training and development (T&D) of staff within the PPP and reflects the PPP Workforce Strategy. The Plan recognises that the PPP has responsibility for a significant array of complex areas of law ranging from environmental protection to counterfeiting, fraud and money laundering; private sector housing; food chain protection; health and safety, weights and measures and licensing and many other areas. Many of these areas are strictly controlled in terms of officer competence requirements whilst others are a matter for the service to determine. The Plan also underpins a number of the Service's other key strategic documents including the Business Plan, Strategic Assessment and Work Delivery Plan.

The Vision of the Service is to protect our communities through the use of effective communication, intelligence and enforcement by:

- Providing information to people to enable them to make informed decisions and understand their rights and responsibilities.
- Creating an atmosphere where legitimate and compliant businesses can thrive and not have their interests undermined by those who choose not to comply.
- Protecting the health, wellbeing and safety of the communities we serve.
- Responding to emerging issues and needs.

In order to do this the Service strives to:

- Be objective in decision making.
- Act at all times with best of intentions.
- Ensure an approach to service delivery which is professional on every level.
- Invest in our people.

To achieve these aims and in order to ensure that we have a workforce that is able to deliver the Service's Priorities it is essential to undertake investment in apprentices and trainees and continue to upskill existing staff.

While the Business Plan sets out the priorities and visions for the service the Workforce Strategy is designed to ensure that the service has an adequate supply of people with the skills, knowledge and experience to deliver these priorities. The Training and Development Plan is designed to improve the professional skills, knowledge and expertise of individual employees to support the Workforce Strategy.

Training needs will be identified and discussed through the Employee Performance Management or Appraisal Process including at regular one to one meetings with line managers.

2. TRAINING REQUIREMENTS

Training requirements may result from:

- the service, e.g. responding to new Service Priorities,
- external sources, e.g. responding to Cost of Living issues,
- professional teams, e.g. dealing with changes in legislation or professional standards,
- officers e.g. identifying knowledge or skills gaps or organisational weakness.

- new starters, apprentices and ongoing professional development.

All of these are legitimate reasons for requiring training, however, overall the training should be to allow the Service to deliver against priorities and the needs of residents and businesses in the PPP area.

The Plan aims to ensure that the PPP maximises the organisational capacity, performance and resilience of the Service.

To do this the Service will strive to:

- Develop the right skills to deliver the Service Plan and Service Priorities;
- Deliver for the needs of the whole community;
- Understand and manage risk;
- Understand the importance of effective implementation of good laws whilst minimising burdens on business;
- Understand the role of other council services and partner agencies and where we share common interests and objectives;
- Support employees to do their job well;
- Help employees and managers to identify and meet job related development needs, areas for personal growth and areas for improvement;
- Minimise single points of failure within the service;
- Consider appropriate routes for succession planning;
- Recognise the economic climate the Service is operating in and identify cost effective training methods;
- Evaluate the quality and costs of any training attended;
- Continue to explore opportunities to use Apprenticeship Levy funding through the National Apprenticeship Scheme;
- Make fair and consistent decisions relating to learning and development and to provide equality of opportunity for all employees based on service needs.

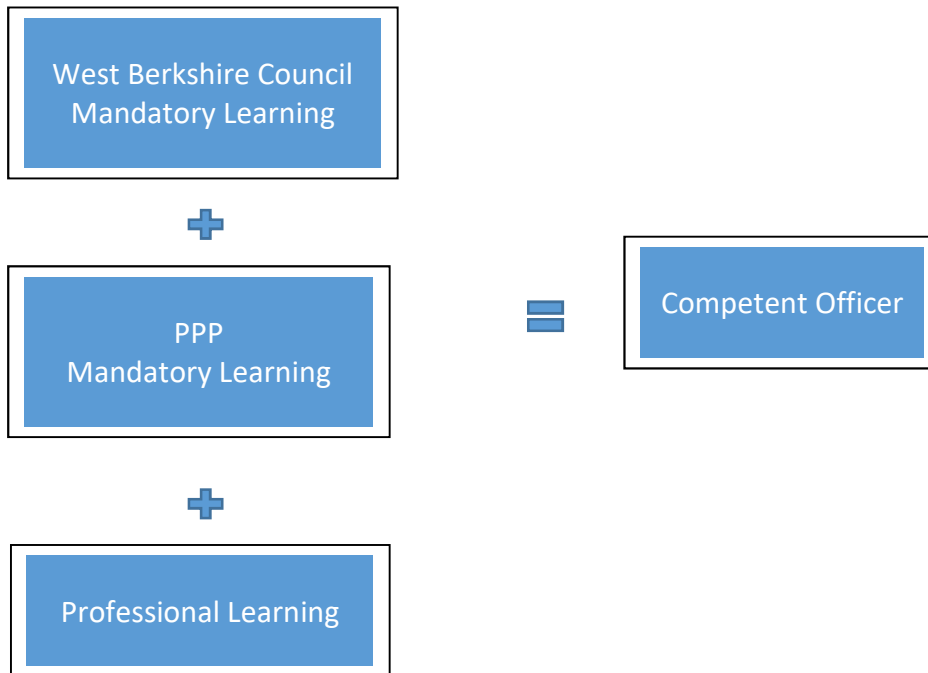
In addition to the above sources of training, West Berkshire Council and the PPP require all employees to undertake mandatory training courses and professional bodies may set their own requirements too.

3. PROFESSIONAL BODIES LINKED TO THE PPP

Professions	Organisations
Environmental Health	The Chartered Institute of Environmental Health (CIEH) https://www.cieh.org/
Case Management	The Law Society https://www.lawsociety.org.uk/
Licensing	The Institute of Licensing (IoL) https://www.instituteoflicensing.org/
Trading Standards	The Chartered Trading Standards Institute (CTSI) (and local Southern Branch) https://www.tradingstandards.uk/ The National Trading Standards (NTS) https://www.nationaltradingstandards.uk/ Trading Standards South East (TSSE) https://www.tsse.org.uk/

Food	Food Standards Agency https://www.food.gov.uk/
Health and Safety	Health and Safety Executive https://www.hse.gov.uk/

4. TRAINING AND PROFESSIONAL LEARNING



The PPP has two areas of mandatory training:

1. West Berkshire Council (WBC) mandatory training
2. PPP mandatory training

West Berkshire Council Mandatory Training

As the host authority, WBC stipulates the mandatory training which all staff must carry out including equalities, health and safety and data protection and information security. Training requirements are set out on the Learning Time application on the intranet.

WBC fully control this system and the only role for PPP is to ensure officers are compliant and to ensure this mandatory training meets the demands of other partner Councils.

Line managers will check officers are up to date with their mandatory training during the 6 month and 12 month appraisals. Any out of date learning should be addressed or elevated to senior management if there is an issue. Officers should be logging the mandatory training completed on their appraisal forms.

PPP Mandatory Training

The PPP also has a number of mandatory training areas identified. This training may be covered on whole service training days, via the local authorities within the partnership, by partner organisations, by other professional bodies or by competent staff within the Service. The level of training required may vary based on the role an individual fulfils within the team. This training should be undertaken at least every three years.

PPP Mandatory Courses
1. Safeguarding
2. Personal Safety
3. Conflict Resolution
4. Systems Training

Professional Learning Requirements

Officers who are members of professional bodies e.g. CIEH, CTSI and the SRA will be required to undertake training that will broaden their knowledge, skills and ability to do their job. They will be required to accrue a certain number of hours each year in order to maintain their membership and will need to log that training based on the requirements of the individual body.

The PPP will develop clear career development paths to ensure new staff into the service are certain of the opportunities to develop and learn from those more experienced staff. This work will also identify pathways for existing employees to allow them to progress from officer roles to senior and principal officer positions based on service need.

Learned Experience and Mentoring

In addition to training and development delivered in formal settings the service will build on the existing competencies in the team by providing opportunities for on the job learning and mentoring from competent colleagues.

5. TRAINING AND DEVELOPMENT PLANNING

Due to the nature of regulatory services and breadth of the work carried out by many officers, it would be counter-productive and unrealistic to set rigid annual plans for Training and Development. However, it is expected that training planning is documented and fit for purpose, depending on the skills being learned. For example, a regulatory compliance officer (apprentice) who has never worked in a local authority enforcement role would need to have overarching experiences in all aspects of PPP, whereas a qualified Environment Health Officer (EHO) who is tasked with specialism in say health and safety enforcement would require specific competencies to be demonstrated. This would be the same for financial investigations officers, graduate EHO's, apprentice EHO's, Trading Standards Officers, food specialisms, animal health specialists, licensing officers and so on.

The service has in place various competency frameworks to accommodate this varied learning within its Quality Management System (QMS) structure. See appendix B as an example of a Trainee Regulatory Compliance Officer Level 4 introduction & practical learning programme.

It is recognised that training and/or development requirements may be identified at any time during the year and because of this reactive position, some elements may become uncoordinated.

We therefore aim for a proactive core for the majority of training and development, but with the acknowledgement that some may be reactive or unforeseen.

Training and Development Planning	
Proactive / Core	Reactive/ Unforeseen
Statutory requirement for legal competencies	Training to deal with emerging issues
Training of apprentices	Exposed areas of weakness
Career advancement (professional examinations etc.) and succession planning.	New areas of work being absorbed into the Service
Mandatory Training	Opportunities for updates
PPP Mandatory Training	New training courses being developed
CPD	

Proactive development of an individual's training plan should be developed during the employee performance management process i.e. via Appraisals (and half year reviews), during 121s, the development of Personal Development Plans and in accordance with any Continuing Professional Development Requirements of the individual officer.

All professional training undertaken and identified should be set out on appraisal forms and this information should be logged on the PPP Competencies Matrix (I:\Public Protection & Culture\PPP\PPP Training and Development)

The Matrix is intended to assist the Service to:

- identify which officers have particular expertise, and
- identify areas which may be exposed should officers leave the service.

The matrix should be updated after every appraisal and half year review by the line manager. The Principle Officer's Group (POG) should review the training matrix on a quarterly basis.

It is however recognised that training plans also include an unforeseen or reactive element.

When Training Opportunities Arise

Training providers are continuously designing and promoting training courses which may not have previously been formally identified or requested, but would be beneficial to undertake.

When such opportunities arise, consideration should be given to:

- is there already sufficient knowledge within the team or do we need more officers to deliver the subject (by checking the competency matrix),
- the quantity of work the officer undertakes within the area,
- availability of funding and if perhaps alternative training methods or providers are available (e.g. from internal sources)

All significant cost courses should be considered by the POG in order to select the most appropriate officers to receive the training. (See the Oversight of Training Section of this Document.)

All courses (no matter of cost) which may be appropriate for multiple officers should also be directed to the POG for consideration. Emails advertising training events should be forwarded to the *PPP Training* email account so that they can be considered by the POG.

Unforeseen Training Requirements

Sometimes extra training may be required following change of legislation or emerging issues becoming part of service provisions or because of a significant event e.g. infectious disease outbreak.

If training is identified from such issues, it is likely to involve a number of officers and would therefore require central coordination to ensure those applicable undertake it. It should therefore be considered by the POG.

Identified by External Sources

Some Training and Development may be identified by external sources such as customer satisfaction surveys or complaints to the service.

The results of Customer Feedback Surveys (positive or negative) should be fed back to Officers during their 121s. These can provide an external perspective of the service or officer capabilities and highlight possible additional or alternative Training and Development needs.

Where continuing issues are identified, line-managers should report it to the POG. The POG will consider if training or development may adequately address the issues.

Unique Training

Requests which are professionally unique or for a specialist function, e.g. an officer requires Animal Health or Animal Warden training, should be treated in the normal manner, i.e. for courses under £200, the request is made to the line manager, who checks against service need, the competency matrix, available finance and permits or refuses it accordingly. Courses over £200 are referred to POG.

Possible Multi-Officer Training

If a request for training is received by a line manager, which may affect multiple officers, e.g. writing statements, safeguarding etc., this should be forwarded to the POG for consideration.

If the POG believe the training will only be of benefit to the requesting officer, they will notify the line manager as such. However, if they decide it will be beneficial for multiple officers they will co-ordinate its provision with the Lead Officer for Training and Development.

Training for Senior Managers

Training requirements for senior managers will be overseen by the Public Protection Manager through the Appraisal and 1-1 process.

No Cost Training

On occasion free training can be provided by partner agencies and organisations such as the Chartered Institute of Environment Health (CIEH) or the Local Government Association (LGA) or other departments within the council.

Decisions around no-cost training also need to follow all the principles for costed training i.e. need etc.

TSSE Training

Trading Standards South East Training is not free but is already contributed to by PPP.

It is a great source for both Trading Standards as well as legal practice training and updates and should be considered by officers from all three professions.

TSSE training courses can be booked with line manager agreement.

The PPP account with TSSE will be reviewed every quarter to ensure it is within budget.

6. OVERSIGHT OF TRAINING

The Policy and Governance Officer is overseeing the Apprenticeship Program in the capacity of Lead Officer for Training and Development. Co-ordinating requests for training will be undertaken at the bi-weekly Principal Officers Group (POG) meeting in consultation with the Strategic Management Group (SMG). The Strategic Management Group (SMG) will continue to direct the core direction of T&D and ensure delivery through performance management.

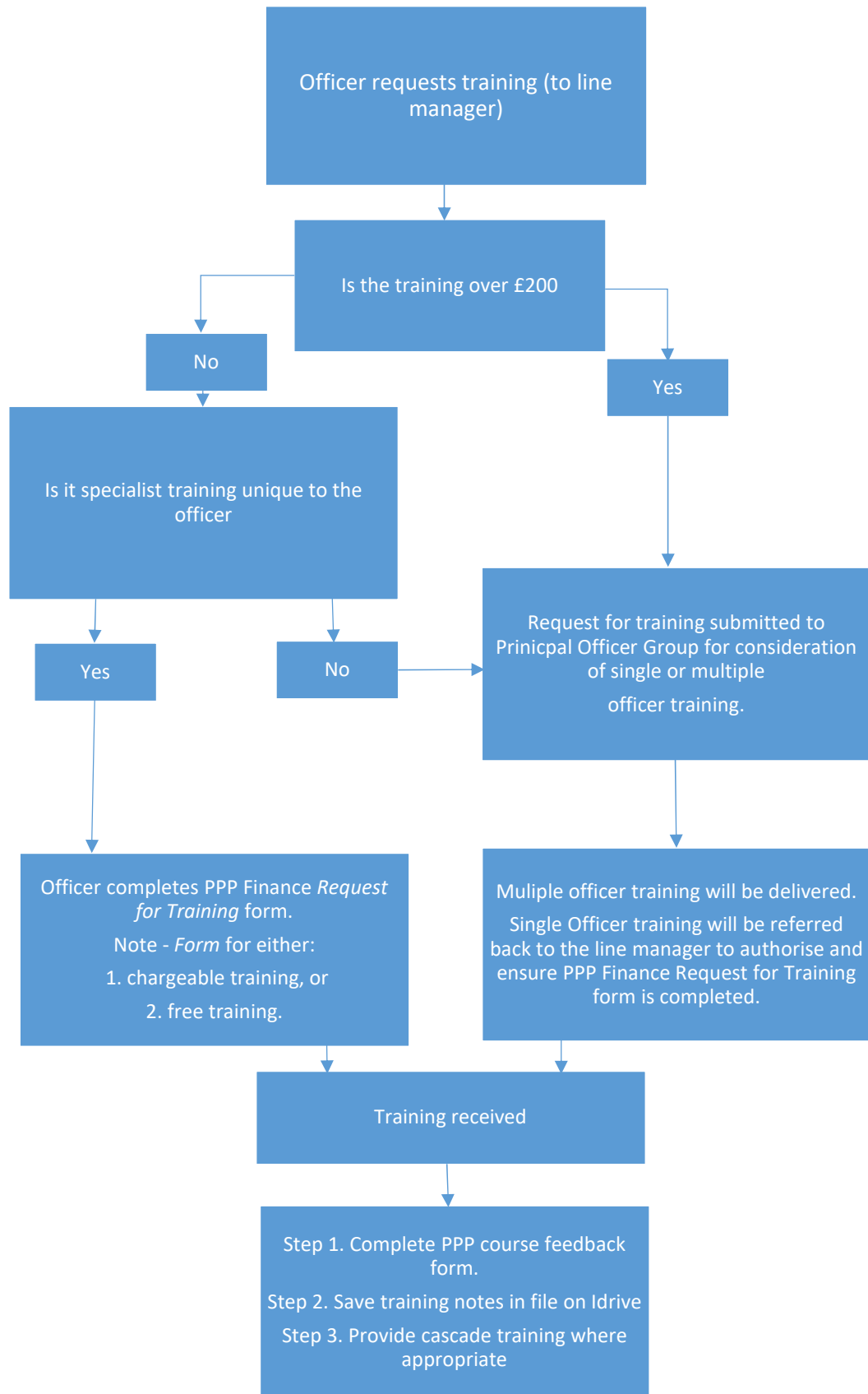
The professions within PPP all have their own professional bodies as set out in [Section 3](#). The role of these bodies vary but generally they champion, lobby, assist, organise and promote the work of their professions. In order for the PPP to operate to its full potential, the support and training offered by these (and other) organisations should be maximised to ensure our workforce remains' competent and that the service remains relevant.

The success of training depends upon strong performance management. A core element of all appraisals and 121s will be to evaluate the performance of an individual and identify training needs and opportunities to support them in this process. Personal Development Plans should also be incorporated into these discussions.

The Principal Officer Group (POG) will play a key role in T&D as they assist in the delivery of the plan and it will be their role to keep it on track through performance management. They will have a coordinated overview, coupled with a strong understanding of their teams and the roles played by individual officers, which will therefore ensure the relevance of the T&D. They will consider all training requests for training costing more than £200. In addition they will be responsible for reviewing the competency matrix on a quarterly basis to assist with identifying any service gaps. The POG will also be responsible for co-ordinating training requests and opportunities involving multiple officers.

T&D will therefore be a standard agenda item in the regular POG meetings.

7. PROCEDURE FOR BOOKING TRAINING



8. TRAINING RECORDS

A transparent and consistent recording method is crucial for the Service to achieve appropriate, proportionate and good value training. In many circumstances there may also be legal requirements for the Service to demonstrate the competence of its officers, e.g. food, noise, health and safety enforcement.

The system for keeping this information must therefore be simple and practical.

It is the responsibility of officers to record all training in their training records on their appraisal forms.

Line Managers will review training records as part of the appraisal and one to one process to ensure they are being recorded and feedback will be provided on any concerns identified. The line managers will then ensure that any professional qualifications are logged on the competency matrix.

Training Records for Professional CPD Purposes

It is however recognised that T&D requirements may also come from sources exterior to PPP, e.g. The Chartered Institute of Environmental Health that requires Environmental Health Officers to upload their training to ensure they have completed the requisite training hours annually (usually circa 20-30 hours per annum)

The extent of these exterior requirements vary upon profession, role and qualifications of the officers involved.

Officers may therefore need to maintain an additional system for recording their CPD for their own professional purposes.

Training Records for Trainee Regulatory Compliance Officers

A separate competency framework which includes formal and on the job training in the various teams within the Service has been put together for the apprentices and their progress will be logged and monitored on a separate competency matrix.

9. TRAINING FEEDBACK

Attending a training session may not be a 'silver bullet' to creating or improving competence. Some courses may not deliver on the subject, be poorly delivered, or pitched at the wrong level for those attending.

A simple form should therefore be completed by officers following their training to record feedback and comments on the training provided. These can be used for reference when committing to future training courses or providers. The completed forms should be stored here I:\Public Protection & Culture\PPP\PPP Training and Development\3.Training Feedback forms and should be referred to by POG when requests for training are being considered.

10. SHARING KNOWLEDGE

Cascading of training within the Service will be beneficial to the Service as a whole. If the Service has paid for officers to receive training, it is expected that a form of cascade training will occur. This may occur as:

- a brief feedback in a team meeting or dissemination to the wider service,
- highlighting to the team that training notes have been saved in the shared drive (I:\Public Protection & Culture\PPP\PPP Training and Development\6. Training course notes), or

- standalone training session where applicable.

Line managers should promote the use of training notes on the shared drive as a way of officers updating themselves in relevant subject areas.

Legal Updates

Cascading of knowledge should also be provided from attendance at professional meetings and matters learnt from projects, cases etc.

It is anticipated that this will be covered in the 'Legal updates' section of Team Meetings.



11. APPRENTICESHIPS



As set out in the Workforce Strategy, PPP has a strong emphasis on 'growing its own' officers.

The Trainee Regulatory Compliance Officer Level 4 Apprentices must:

- Work within all three professions to ensure a range of knowledge;
- Receive assistance and co-operation from more experienced/qualified staff;
- Not be considered or used as a qualified officer but should be asked to undertake tasks in line with their experience gained;
- Be given adequate opportunity for their studies;
- Be supported by the Policy and Governance Officer to ensure their studies are made relevant to their roles.

The opportunity for current staff to undertake an apprenticeship will be based on service need. Officers who wish to undertake the apprenticeship should raise it during their appraisal and complete an expression of interest form which should be submitted to the Policy and Governance Officer after being signed off by their line manager.

The National Apprentice Scheme now includes professional qualifications in a number of specialised areas including Trading Standards and Environment Health but it is recognised that it does not deliver on all specialised training requirements for the professions within PPP. Specialist training courses must therefore continue to be accessed in addition to the apprenticeship route. More information about the recently developed Level 6 Apprenticeship in Trading Standards is set out in Appendix 3

12. PROFESSIONAL QUALIFICATIONS

Not all professional development requirements can be met through the apprenticeship route. Where the need to undertake a professional qualifications is identified through the appraisal process West Berkshire Council's Qualification Training procedure should be followed. It is important that employees do not make arrangements (such as formally accepting a place on a course) that have a financial commitment attached to them until they receive formal confirmation of the level of financial assistance available from the Council.

As the costs of this training has to be met from the Service's budget any requests for training will need to be considered by the Public Protection Manager. The employee will be required to complete a Qualification Training Application Form which must be signed off by their line manager.

Each application will be considered on its own merits by the Public Protection Manager. Consideration will be given to the relevance of the course to the employee's duties, the needs of the service, the development needs of the employee, the training priorities in the service and the financial constraints of the training budget. It may be necessary to use waiting lists to match demand to budget.

Where training is approved the employee will need to complete a Qualification Training Agreement. The Service will pay the costs of the course. Employees who leave the Council within two years of completing the training course, or who cease the training out of their own choice or through dismissal on disciplinary or

capability grounds (except where incapability is due to ill health or disability), will normally be expected to repay a percentage of the Council's contribution.

13. CAREER DEVELOPMENT

Career development opportunities will be provided where possible based upon budget constraints and service need. The majority of funding for career development will need to come from within existing service budgets. Occasionally alternative sources including external grant funding may arise.

Officers may develop vertically professionally by taking professional based exams organised by the professional institutes (Chartered Institute of Environment Health, Chartered Trading Standards Institute, Institute of Licensing or Legal, Financial and Democratic Services for example).

Alternatively, officers may also wish to develop horizontally by learning new skills which may complement their current skill set or reflect the needs of the service to address emerging issues or addressing recruitment gaps. This training may take the form of a secondment or on the job training alongside other colleagues.

Requests for career development should be raised in appraisals or 121s, these will then be considered by the POG (for capacity issues etc.) and forwarded to the Strategic Management Group for authorisation.

14. REVIEW

As stated within the plan, the nature of regulatory services and the environment in which we operate is very broad and dynamic.

This plan should therefore be reviewed on a regular basis and renewed every three years.

Appendix A: Analysis of Training and Development within PPP

Analysis of Training and Development Within PPP	
Strengths	<ul style="list-style-type: none"> • Our professional background means we appreciate the need for continual training. • We already have a lot of skill and knowledge within the organisation (which can be shared). • We have many different avenues for obtaining/ building our skills and knowledge. • Competency and continuing professional development means we have developed qualified and competent workforce.
Challenges	<ul style="list-style-type: none"> • The challenge in coordinating the vast quantity of training which is undertaken. • Competing pressures, (council priorities, team priorities, etc.) • On occasion, the dynamic nature of the service requires officers to deliver areas of work at very short notice such as in the Covid Pandemic, Homes for Ukraine and Cost of Living Hub
Opportunities	<ul style="list-style-type: none"> • PPP has a good record of providing training for surrounding authorities which helped subsidise its own training. • We should aim to maintain a close working relationship with surrounding authorities to share and provide training opportunities. • Provide additional cross service training for Officers to ensure that, where appropriate, when undertaking a visit/inspection to a premise more than one type of inspection can be carried out. • Maintaining a broad skill base across the service will enable officers to work in any team with the appropriate management support.
Threats	<ul style="list-style-type: none"> • Withdrawal of funding • Experienced and or qualified officers leaving the service/ retiring • Single points of failure • Maintaining competencies • Reliance on outside agencies offering practical training • Reliance on outside agencies for covering general work

Appendix B: Regulatory Compliance Officer Apprenticeship

Duration: Typically 24 months

Qualification: Level 4. On successful completion of this apprenticeship the apprentice will be an occupationally competent Regulatory Compliance Officer

Introduction and Overview

Well designed and enforced regulation plays a vital role in improving the way markets work for the benefit of our businesses, employees and residents, supporting sustainable growth, trade and investment and improved social and environmental outcomes. It is well recognised that the regulatory climate is a key contributor to the creation of a positive and supportive business environment whilst also assuring public and environmental protection.

Assessment: Apprentices will be required to undertake an 'End-Point Assessment' (EPA). The purpose of the EPA is to test the skills, knowledge and behaviours of the apprentice as set out in the apprenticeship standard.

The EPA:

- Requires apprentices to provide oral and documentary evidence of their knowledge, skills and behaviours (competencies) developed throughout the apprenticeship on which they will be assessed.
- Enables the independent assessor to assess the skills and behaviours of the apprentice by observing the apprentice in the course of their normal work.

The EPA includes the following components:

1. A knowledge exam comprising multiple choice questions (MCQ) and short answer questions (SAQ)
2. An observation of professional practice.
3. A Viva (interview and professional discussion) supported by a work-based portfolio of evidence.

The Process:

Stage 1 – The apprentice registers for the apprenticeship programme with the PPP.

Stage 2 – The apprentice completes the agreed period of on-programme training including a work-based portfolio and project.

Stage 3 – The PPP in conjunction with the training provider, agrees that the apprentice has sufficient experience, knowledge and skills (including maths and English requirements) to enter the gateway to the EPA.

Stage 4 – The apprentice undertakes the EPA with an independent assessor who will oversee the knowledge exam, undertake an observation of professional practice, review the work-based portfolio of evidence and lead the final Viva (interview and professional discussion)

Stage 5 – The independent assessor judges whether the apprentice has passed or failed the end-point assessment at the end of the final Viva. If the apprentice is successful, the final grade is determined by the independent end-point assessor.

Delivery of Apprenticeship by Provider

The current provider is [CSA \(Credit Services Association\)](#).

Currently all delivery is remote. This includes full day workshops every other month, monthly 1-2-1 coaching sessions, and 10-12 week progress reviews. If a 1-2-1 coaching sessions was to be delivered face to face, this would be at a PPP office.

On-Programme Training

Weeks 1 and 2

- Allocation of Equipment and Familiarisation with it
- Theale Housekeeping
- Theale Health & Safety
- Undertake the WBC Council induction Programme including completion of the mandatory training requirements
- Sending and Receiving emails, letters, post, telephone protocol and other communication standards
- Background to the PPP
- Where to find information
- Timesheets, Leave sheets and other general administration

Week 3 and 4

- Manage Drop accounts
- Smartsaving Manage Drop accounts
- electronic records
- Mail merges
- Labels
- Identifying any other Word, Excel, PowerPoint Training and Book onto courses
- CSQ Business and Client
- Zoom and Team Meetings
- Introduction to the Various Services within the PPP

Weeks 5 to 10 (Environment Health and Licensing with the PST)

- Health Certificates
- Infectious Disease Notifications
- Accidents - RIDDOR Website
- Licensing Consultations
- Planning Applications
- Planning Appeals
- Demolition Applications
- Lift Reports
- Food Alerts (FSA Emails)
- Food Complaints
- Notices: Informal / Formal
- Registers (Food, Authorised Premises, Radioactive Substances, Cooling Towers)
- Food Registration OSR1 Forms
- Food Hygiene Inspection Reports
- Food Health & Safety Inspection Reports
- Total Land Charges (TLC, Swift search etc)
- Land Registrations
- Abandon Vehicles Admin
- Freedom of Information Requests
- Theale Storage Register
- LLO Reports input

Weeks 11 to 16 (Trading Standards with PST)

- Doorstep Crime - Immediate action
- Animal Health Inspection d.b.Entry
- Animal health related notifications (Process on handling need to be forwarded to an officer).
- E-mail notifications, Updates and notifications need to be sent to the trading standards team.

- Mondeo - Maintenance
- Maintain PACE / Counterfeit and doorstep grab packs
- Food / TS inspection data for returns
- Complaints and service requests
- Consumer Direct Referrals
- Consumer Direct Notifications
- Sample Collection
- Evidence Room/Cupboards

First Rotation – each Rotation will last 12 weeks

Trading Standards Team

(a) Pro-active work

- Food inspections, Weights & measures
- Pricing, and all elements of routine premises inspections as part of routine work.
- Food sampling.
- Animal Health visits
- Feeding stuff sampling
- Under age sales visits/TP exercises.
- Weighbridge testing when due (December and June).
- Car project—inspections. Any other non-food projects/sampling.
- Rogue trader patrols.
- Explosives visits
- Petroleum visits
- RTA/weight restrictions

(b) Re-active work

- Complaints and visits with officers in response to those.
- Test purchases (including online) /inspections in response to complaints.
- Seizure of items when required.
- Attendance on warrants when required.
- Witness statements.
- IUC
- Business advice meetings in response to complaints/enquiries.
- General TS—report writing, investigative processes (PACE, RIPA etc), interviews, evidence gathering and handling, data searches (e.g., NAFN)
- QMS re procedures

Licensing Team

- Understanding Licensing functions
- Licensing Act 2003 Alcohol and Regulated Entertainment, (Premises, Personals, TENS, Clubs, Reviews, Variations/Transfers. Hearings), Gambling Act 2005, Premises, TENS, Adult Gaming Machines, Lotteries, Casinos.
- Hackney Carriage, and Private Hire Vehicles, Drivers and Operators.
- Scrap Metal – Sites and Collectors.
- Dermal Treatments – Acupuncture, Electrolysis, Ear Piercing, Semi-Permanent Skin Colouring, and Body Piercing.
- Street Trading – Mobile and Sites.
- Hairdressing Registrations
- Street Collections, and House to House Collections.
- Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018
Zoo and Dangerous Wild Animals

- Sexual Entertainment Venue.
- Application processes - Receive, Process, Monitor, Grant licence
- Complaints – Investigations SR's
- Licensing Inspections routine and reactive
- Licensing hearings and Appeals
- Licensing committees to gain knowledge of licensing decisions making process
- Conduct consultations
- Policy research
- Prosecutions (PACE, RIPA etc),

Housing Team

- Accompany officer on house condition inspection work, including HMO and caravan site work
- Accompany officers on Reactive work
- Service requests that don't require an enforcement visit
- Discussion on assessment of Fit and Proper Person for Caravan sites
- Discussion on Homes For Ukraine and visits where appropriate
- Project work for public health – e.g. assist with landlord forums, and Landlord Accreditation

Food Hygiene and Health and Safety

- Accompany officer on food hygiene inspection
- Process for E rated food premises
- Food Premises Register work
- Accompany officers on Reactive work
- Service requests that don't require an enforcement visit
- Food sampling – discussion on formal
- Food Sample undertake informal

Health and Safety

- Discussion on H&S topic inspections
- Discussion on accident investigation and accompany officers where appropriate
- SAG – discussion on SAG and those attending; attend meeting
- Accompany officers on Reactive work
- Service requests that don't require an enforcement visit

Democracy and Communication

- Understanding the Democratic Processes
- Safety Advisory Group
- Report Writing/ Plain English
- Performance Reporting
- Creating Social Media Content
- Updating the Website
- Writing Press Releases
- Community Engagement
- Policy Drafting

Environment Health

- (EQ team)
- Dealing with incoming enquiries and first response on complaints with the Duty Officer
- (CTS Team) assisting with service requests and accompanying officers on visits regarding;
- Statutory nuisance and ASB complaints – E.g. domestic, smoke and odour nuisance

- Pests (rats and mice),
- Accumulations / fly tips,
- Filthy and verminous properties,
- High hedges,
- Abandoned vehicles
- Stray dogs
- Public funerals.
- Private water supplies - sampling and understanding Risk Assessments
- Commercial nuisances (Noise, odour, fumes etc.)
- Air quality - monitoring, project work as per the DEFRA grant
- Local Authority Pollution Prevention and Control Inspections.
- Contaminated Land - Environmental Information Regn enquiries
- Planning applications
- General EH admin including report writing, file preparation, investigative processes (PACE, RIPA etc), interviews, evidence gathering and handling, data searches (e.g., NAFN) and QMS re procedures

CMU

- Paralegal work
 - Court file bundle preparation
 - Legal administration
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Level 6 Trading Standards Professional Apprenticeship - Learning Scenarios & Frequently Asked Questions

Introduction

There is commitment from the Trailblazer Group (made up of Trading Standards employers), CTSI and statutory awarding bodies such as the FSA and OPS&S to recognise and support different mechanisms for training, developing, and assessing the competence of Trading Standards Officers of the future.

Apprenticeships (both the Level 4 Regulatory Compliance Officer and Level 6 Trading Standards Professional) are an attractive offer for employers in England due to the funding provision. Mechanisms by which the apprenticeships can be recognised by CTSI, OPS&S and the FSA are well underway, and we are confident that suitable recognition can be gained through the apprenticeship route. The apprenticeships provide flexibility so that candidates can become competent in areas delivered by their respective employers.

Similar apprenticeships are not yet available in the other nations so currently CTSI's CPCF qualification route is a suitable mechanism for competence, when supported through an appropriate training provider. A current review of the CPCF by CTSI will aim to give greater flexibility to candidates and employers. CTSI will continue to offer support to apprenticeship steering groups across the four nations when and if required.

Learning Scenarios & Frequently Asked Questions

The purpose of this paper is to provide clarity regarding a chosen learning pathway. The following scenarios provide a snapshot of the various learning pathways / entry points, how they are funded, timeframe and what you will achieve at the end of your learning programme. The questions and answers aim to provide further information to support candidates and employers make the best choices, dependent on their needs.

A glossary of acronyms is provided at the end.

Learning Scenarios




	Chosen pathway / entry point	Funding position	Timeframe	What do I achieve?
1	Undertake Level 6 apprenticeship	Fully funded by the apprenticeship levy, including appropriate CTSI membership	3 years to complete	<p>You become a fully rounded, skilled and knowledgeable Trading Standards Professional with specialist knowledge in Fair Trading and two additional technical subjects (for the employers and candidate to decide).</p> <p>These modules will need to directly benefit your role either currently or post completion of the standard.</p> <p>Eligibility to gain Chartered Trading Standards Practitioners status –(CTSP) in line with other qualification routes and an agreed commitment by CTSI to include, subject to their governance arrangements / formal confirmation by CTSI Council in April 2023.</p>
2	Undertake RCO & Level 6 apprenticeship	Fully funded by the apprenticeship levy, including appropriate CTSI membership	3 ½ years to complete	<p>You will become a fully rounded, skilled and knowledgeable Trading Standards Professional with specialist knowledge in Fair Trading and up to three additional technical subjects (for the employers and candidate to decide).</p> <p>These modules will need to directly benefit your role either currently or post completion of the standard.</p> <p>On successful completion of the L6 TSP there is eligibility to gain Chartered Trading Standards Practitioners (CTSP) status, in line with other qualification routes and an agreed commitment by CTSI to include, subject to their governance arrangements/ formal confirmation by CTSI Council in April 2023.(CTSP)</p>
3	Undertake Stage 1 CPCF & Level 6 apprenticeship	Part funded by the apprenticeship levy, including appropriate CTSI membership when undertaking the apprenticeship	3 years to complete	<p>You will become a fully rounded, skilled and knowledgeable Trading Standards Professional with specialist knowledge in Fair Trading and up to three additional technical subjects (for the employers and candidate to decide)</p> <p>These modules will need to directly benefit your role either currently or post completion of the standard.</p>

				On successful completion of the L6 TSP there is eligibility to gain Chartered Trading Standards Practitioners (CTSP) status, in line with other qualification routes and an agreed commitment by CTSI to include, subject to their governance arrangements / formal confirmation by CTSI Council in April 2023.
4	Undertake Stage 1 & Stage 2 CPCF – Level 5 qualification	Not funded by the apprenticeship levy	3 years to complete	<p>This would result in the Statutory Weights & Measures qualification and another technical specialist area as well as Fair Trading (one of which could be a statutory area such as Feed and Food). This will be a Level 5 qualification.</p> <p>On successful completion there is eligibility to progress to Stage 3 of the CPCF and subsequent Chartered Trading Standards Practitioner (CTSP) status. See learning scenario 5.</p>
5	Undertake Stage 1, Stage 2 and Stage 3 CPCF	Not funded by the apprenticeship levy	3 years to complete	<p>This will result in the Statutory Weights & Measures qualification and another technical specialist area as well as Fair Trading (one of which could be a statutory area such as Feed and Food). This will be a Level 6 qualification.</p> <p>On successful completion there is eligibility to gain Chartered Trading Standards Practitioners (CTSP) status.</p>

For Learning Scenarios 1 – 3 involving the Level 6 Apprenticeship:

- a. An employer can recognise it as wide-ranging competency for the officer without any further assessments with recognition achieved through CTSI by applying for Chartered Trading Standards Practitioner status (subject to CTSI's governance process).
- b. If an employer/candidate opt for Product Safety and Animal Health as technical areas, no further external assessment is needed.
- c. If an employer/candidate opt for any one of the statutory areas (Weights & Measures, Food and Feed) then currently CTSI, OPSS & FSA require assessment to be taken under the CPCF for these subjects. No further learning is required for Food and Feed but there would be a further element of training needed for Weights & Measures due to the current detail contained within the Section 73 certification. (NB we are currently speaking to OPS&S concerning the content requirements)

Frequently Asked Questions

	Question	Response
1.	Who will be delivering training for the Level 6 apprenticeship?	<p>CSA and FAAB Training are the current Training providers. There are ongoing discussions with a university regarding training provision.</p> <p>CSA - As well as being a well-established industry trade body, the CSA* is also an award-winning learning & development specialist and an Approved Apprenticeship Training Provider. In 2017, they became an Approved Apprenticeship Training Provider (find us on the Register of Apprenticeship Training Providers here) and are also an accredited centre for Functional Skills Assessment. They recently achieved the highly sought-after Ofsted GOOD rating. Both employer and apprentice feedback reviews are listed as “Excellent” on the gov.uk website for apprenticeships – you can view the reviews here.</p> <p>FAAB Training - was established by two TS Professionals with 50 years’ experience between them. FAAB work with over 20 other TS experts to develop and deliver training to local authority officers and others involved in consumer protection and have used this range of expertise to develop the content for the Apprenticeship to be delivered by their trainers in support of the CSA.</p>
2.	When will the CSA Training programme start?	<p>The CSA plans to deliver several cohorts throughout 2023 with the first programmes scheduled to start on 25th April (3-year programme) and 17th April (2-year programme for those with the Level 4 RCO, or Stage 1 CPCF).</p> <p>It’s also possible to enrol learners on any of the upcoming Level 4 RCO cohorts which are running throughout the year.</p>
3.	What will the £22k apprenticeship funding levy cover?	<p>The 22k will provide content, training and support to deliver the apprenticeship standard of 15 core and 2 specialist modules to produce well-rounded competent officers, covering a wide range of both technical and operational knowledge and skills.</p> <p>Please see 3 documents embedded for more detail.</p> <ol style="list-style-type: none"> 1. Document 1 - Module Framework 2. Document 2 - Modules and Learning Outcomes 3. The Delivery Plan <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p>TSSE Doc 1-L6 TSP Module Framework 2</p> </div> <div style="text-align: center;">  <p>TSSE Doc 2-L6 TSP Modules & Learning C</p> </div> <div style="text-align: center;">  <p>L6 Trading Standards Delivery Plan 01.02.2:</p> </div> </div>

	Question	Response
4.	<p>Will the £22k apprenticeship levy cover all of the external training and assessment fees that need to be paid to recognise someone as a TSO? (i.e. no extra exam fees or training costs to CTSI etc)</p>	<p>It can do, depending on what specialist modules of learning are chosen and the needs of the employer:</p> <ul style="list-style-type: none"> a) Successful completion of the Level 6 with any specialist modules will, subject to the required governance, be recognised so that a candidate holding this apprenticeship can achieve Chartered Trading Standards Practitioner (CTSP) status awarded by CTSI. b) If the employer wishes to have the candidate competent in Weights & Measures, additional paid learning will be required in addition to that learnt under the Level 6 (due to the currently depth and complexities, but this is currently being reviewed by OPS&S). Furthermore, due to the statutory Section 73 requirement, the candidate will also have to sit and pass the current paid assessments required under the CPCF for this subject. c) If the employer wishes to have the candidate competent in either or both Food and Feed, no additional paid learning will be required but due to the statutory requirements, the candidate will also have to sit and pass the current paid assessments required under the CPCF for the respective subject. <p>Work is ongoing to explore other more integrated alternative assessment options within the Level 6 rather than having to undertake assessments via the CPCF, which it is hoped will be confirmed later in 2023.</p>

	Question	Response
5.	<p>What approach is being taken regarding tuition for the 5 specialist areas?</p> <ol style="list-style-type: none"> 1. Food 2. Feed 3. Product Safety 4. Animal Health 5. Weights & Measures 	<p>The levy funding will provide a Foundation in each of the 5 specialist areas, offering a basic introduction to the framework and principles of the relevant legislation and Advanced comprehensive learning, more in-depth knowledge of powers and specific sections of legislation in at least 2 of the specialist areas, which can be decided by the employer. An additional 3rd specialist area is fundable on the 2 year programme where you can demonstrate these modules will directly benefit your role either currently or post completion of the standard.</p> <p>Any further advanced learning and assessment, if required, would need to be purchased separately by the employer and would fall outside of the levy funding.</p> <p>It is really important that all employers are fully aware that the only external accreditation is that supplied by the End Point Assessment (EPA). This is OFQUAL regulated and is a Level 6, equivalent to undergraduate degree qualification.</p> <p>End Point Assessment Organisations are responsible for the overall assessment of the apprenticeship. Currently there is only one EPA organisation (ICA). They are entirely regulated by the assessment plan in the standard.</p> <p>See Question 4 for an explanation as to recognition by statutory bodies and CTSI.</p>
6.	<p>Will I have to pay extra if I wish my apprentice to study more than 2 of the specialist areas in more depth and do I pay the provider direct?</p>	<p>If your apprentice is on the 3 year programme then Yes and Yes. The levy funding will only provide a Foundation in each of the 5 specialist areas, offering a basic introduction to the framework and principles of the relevant legislation and Advanced learning (more in-depth knowledge of powers and specific sections of legislation) in 2 of the specialist areas, which can be decided by the employer.</p> <p>Any further advanced learning would need to be purchased separately by the employer and would fall outside of the levy funding.</p> <p>On the 2 year programme, 1 additional module, so a total of 3 can be funded, but you must be able to demonstrate this will directly benefit the role you perform.</p> <p>CTSI will be offering local authorities this advanced learning for their apprentices. Timeline yet to be confirmed.</p>

	Question	Response
7.	When do you choose what specialist subjects that you'll do?	This is confirmed at enrolment with the CSA. It is important to note that specialist modules should be a reflection of the areas you currently work in or will work in post apprenticeship.
8.	On what basis should students choose specialist subjects?	Apprenticeship funding rules and OFSTED guidelines mean apprentices must actively be using the specialism in the workplace for it to be eligible for funding. CSA are not able to deliver any specialist modules purely for the purpose of studying an area.
9.	Do these 5 specialist areas match the CTSI subjects – Animal Health, Food, Feed, Product Safety, W&M?	Yes, CTSI have confirmed the content of the Level 6 specialist training areas match and map adequately to their CPCF modules in the related specialist subjects, with the exception of W&M which will require additional learning if seeking Section 73 Inspector of Weights & Measures recognition. Animal Health sits outside the CPCF however the Level 6 learning outcomes are equivalent to the CTSI standalone Animal Health Qualification, but this module has not currently been mapped by CTSI. The assessment of the statutory subjects Food, Feed, and W&M will need to be assessed through the existing CPCF framework as explained in Question 4.
10.	Is the specialist area of Fair Trading covered by the apprenticeship?	Yes, all candidates will study the Fair Trading specialist subject area within the apprenticeship.
11.	I assume you are not “competent” if you only do Food, Feed or Weights & Measures to foundation level?	There is a need currently to confirm competency through CTSI on behalf of the FSA and OPS&S in the areas of Food, Feed and Weights & Measures. In other areas, it is the employer that can decide competency, but the apprenticeship has been designed to produce well-rounded Trading Standards Professionals.
12.	How does mentoring work? I assume like RCO that students will be assigned a mentor from us and from apprenticeship provider?	All of the CSA apprentices will attend 1 day workshops every two months with possible additional days to support the specialist modules and the court room day. They will also be assigned coach/tutor who will meet digitally with them every month and provide feedback and support throughout the apprenticeship. The CSA coach will be responsible for working with the line manager or mentor to carry out quarterly progress reviews which track progress against Knowledge, Skills and Behaviours. Please see delivery plan for more details.

	Question	Response
13.	Does the End Point Assessment Organisation (EPAO) / apprenticeship provider now do all of the assessing externally for the qualification, inc any subject specific portfolios? Or do we still need internal assessors for subject specific portfolios?	<p>No. The Level 6 Apprenticeship scheme is responsible for the overall assessment of the apprenticeship not CTSIs qualification. Currently there is only one EPA organisation (ICA). They are entirely regulated by the assessment plan in the standard. This is OFQUAL regulated and is a Level 6, equivalent to undergraduate degree qualification.</p> <p>Approvals and accreditations provided by CTSI is out of the remit of the apprenticeship but the linkage and recognition of the apprenticeship to qualifications is covered in Question 4.</p>
14.	Are any universities interested in running this level 6 assume there is no commitment from the universities? (I know Babington have pulled out). Are we thinking CSA will be the only provider in the end?	We are in discussion with one University who would look to work with the existing training provider regarding the level 6 achieving degree status. These discussions are positive. There is no other interest currently from any other Uni unless the level 6 becomes an integrated degree.
15.	Have we firmed up how someone transitions from RCO apprenticeship into the new TS apprenticeship?	Those who have completed Level 4 RCO will only require two years to complete the Level 6 Trading Standards Apprenticeship.
16.	Can you transfer into the apprenticeship from being part qualified under the CTSI qualification route?	Yes, this is possible with the mapping exercise undertaken between the Trailblazer Group and CTSI confirming that prior learning under both the RCO apprenticeship and CPCF qualification will be recognised. See the scenario table above.

Glossary of Acronyms	Organisation
CSA	Credit Services Association
CPCF	CTSI Professional Competency Framework
CTSI	Chartered Trading Standards Institute
CTSP	Chartered Trading Standards Practitioner
EPA	End Point Assessment
EPAO	End Point Assessment Organisation
FAAB	FAAB Training
FSA	Food Standard Agency
ICA	International Compliance Association
IfATE	Institute for Apprenticeship and Technical Education
OPS&S	Office for Product Safety & Standards
RCO	Regulatory Compliance Officer
TSSE	Trading Standards South East Limited
W&M	Weights & Measures