

Course Information

All the courses are written to Level one National Standards.

Food Safety covers:

- 1 Introduction to Food Hygiene
- 2 Micro-organisms and Food Poisoning
- 3 Contamination
- 4 Pest Control
- 5 Personal Hygiene
- 6 Cleaning
- 7 Food Safety Management (HACCP/SFBB)

Health and Safety covers:

1. Introduction to Health and Safety
2. Slips, Trips and Falls
3. Personal Protective Clothing (PPE)
4. Fire
5. Electricity
6. Manual Handling
7. Work at Height
8. Work Equipment and Display Screen Equipment
9. Safety Signs
10. Control of Substances Hazardous to Health (COSHH)
11. First Aid

Customer Service covers:

1. Principles of Customer Service
2. Customer Need and Expectations
3. Interpersonal Skills and Behaviour
4. Responding to Problems and Complaints

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ESTA ONLINE

Online Learning for Fish and Chip Shop Staff

www.estafoodtraining.co.uk



Food Safety Health and Safety Customer Service

Do you staff have training certificates? If not is it due to:

- Lack of available time or opportunity
- High Cost
- High staff turnover
- Courses are not relevant to your business

ESTA ONLINE is the solution:

- Low annual cost, covers all your staff
- Can be completed on line at candidate's own pace
- Can be completed in individual's spare time
- Courses are specific to Fish and Chip Shops

**TRAINED STAFF ARE MORE EFFECTIVE, MORE
MOTIVATED AND MORE LOYAL.**

**DISPLAYING TRAINING CERTIFICATES ENCOURAGES
CUSTOMER CONFIDENCE AND CAN BOOST REPEAT
SALES.**



EASTERN SEAFISH TRAINING ASSOCIATION

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HOW IT WORKS:

THE COURSES:

Each course is written specifically to cover relevant training for the Fish and Chip shops

Candidates complete the online training courses at their own pace. When they have completed all sections of a course they can then access an online multiple choice test. If they pass the test you can then print off a course completion certificate which can be displayed in the shop.

There are 3 courses:

1. **Food Safety**
2. **Health and Safety**
3. **Customer Service**

HOW DO WE ACCESS THE TRAINING?

Register your shop/shops and number of staff at each location at ESTA ONLINE for an annual fee. You will then be given a set of ID codes for the number of staff you employ. Staff then use the code to log on and access the courses they wish to take. The annual fee allows access to all three courses for each member of staff. In addition there is links to useful additional resources, e.g. Example Health and Safety Policy, Risk Assessments, Temperature records, Goods in records etc.

Multiple Shops:

For an additional fee, an online learning site tailored to your own specific requirements and carrying your own name and logo can be provided. It can include specific information for your shops, photos of your own uniforms, details of your own practices and can also have links added to your own Documents such as Health and Safety Policy, Risk Assessments, cleaning schedules etc. If you would like more details of this and to discuss the associated costs please call or e mail Clive Monk

COSTS

The cost is dependent upon number of shops you have and the number of staff you employ at each shop.

Fees are paid annually and allow access for all your staff (the number of staff you register) to complete all 3 courses (Food Safety, Health and Safety and Customer Service) The fee allows access to the site for 12 months, including useful downloads and web links. At the end of the 12 month period you will be able to renew your subscription at a discounted rate.

Number of staff at shop	One Shop	Additional Shops
1-3	£50	£40
4-7	£60	£48
8-10	£70	£54
11-15	£80	£64
16-20	£90	£72
Over 20	£100	£80

Example costs:

One shop with 7 staff

Annual fee of £60. All 7 staff can take 3 courses each =21 courses, **cost per course would be £2.86**

Three shops with 9 staff at each shop

Annual fee for first shop is £70, each additional shop will be a fee of £54, so total fee would be £178. 27 staff can all take 3 courses each=81 courses, **cost per course is £2.20**