

FS125010 – Lot 2 Food Training

Request for Quotation

Work Package Number: 1
Work Package Title: Practical Food Hygiene and Food Standards Sampling
Available Budget: £TBC
Supplier Name: CTSI
Specification of requirements – (to be completed by FSA)
<p><b>Overview</b></p> <p>This work package seeks a proposal for the development and delivery of two webinar courses aimed at local authority officers (LA) officers in England deemed competent to carry out official food controls and other official activities but who wish to refresh their knowledge and skills of practical food sampling or are working towards being competent.</p> <p>Each course should be a virtual instructor-led webinar for up to 30 people delivered in two half-days, with a clean recording available afterwards on the <a href="#">Regulator's Companion</a>. Delegates should be able to apply theory to practice, creating a highly valuable learning experience. All requirements should be completed by early January 2024.</p> <p>The courses will provide an overview of food sampling and its objectives, emphasising the practical procurement of samples, interpretation of results, and the appropriate action to be taken after receiving results.</p> <p>This work package seeks quotes/proposals for two courses, each specifically tailored to the respective discipline:</p> <p><b>Course 1: Practical Food Hygiene Sampling</b>  <b>Course 2: Practical Food Standards Sampling</b></p> <p>Delegates will have the option to apply for a place on one or both courses.</p> <p>This work package outlines the content that must be covered in <b>each course</b>. We invite the supplier to:</p> <ul style="list-style-type: none"> <li>• Add the detail required to turn the outline content provided into sufficiently valuable and comprehensive content ready for training delivery.</li> <li>• Develop the comprehensive training content into deliverable package material.</li> <li>• Provide detail on the delivery method and how this will be tailored to create a training resource which meets different learning styles (including examples and/or case studies in the development of the modules to make the training interactive and practical)</li> <li>• Include recorded demonstrations on how to procure samples for inclusion as part of the delivered course content.</li> </ul>

- The courses will provide an overview of sampling and its requirements with an emphasis on the practical procuring of samples, interpretation of results, and the most appropriate action to be taken following the analysis of results.
- The developed course content must apply to local authorities in England with specific reference to any applicable English legislation.
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### **Basic information**

The courses should meet the requirements set out in the original specification agreed between the Food Standards Agency (FSA) and the Chartered Trading Standards Institute CTSI under the terms and conditions of the call off contract FS430474.



FS430474 - FSA  
Official Controls training

This includes:

- Meeting General Data Protection Regulation requirements, data security and data protection.
- Meeting the quality requirements.
- Meeting accessibility requirements.
- Ensuring all outputs align with the FSA's Competency Framework - Knowledge and skills for delivering official food and feed controls and other activities effectively.



FSA Competency  
Framework

- The training course's content should suit Local Authorities (LAs) in England.
- The FSA must own the intellectual property related to these courses.
- All course materials and content developed will require internal FSA sign-off. The supplier will need to be available for meetings to track progress, sign off content and debrief following the delivery of the training course's sessions.
- The supplier will be responsible for the joining instructions and circulating the course materials before each training session.
- The supplier will be responsible for online platform technical support to course attendees and those watching the recording and responding to any issues regarding connectivity or access issues.

### **Intended audience**

LA officers in England who are deemed competent to carry out official food controls and other official activities or are working towards being competent.

### **Out of scope**

Out-of-scope is the sampling of imported food, shellfish environmental sampling, and any detailed discussions on sampling methodologies 'not' covered by The Food Safety (Sampling and Qualifications) (England) Regulations 2013. However, delegates should gain an appreciation of their existence.

### **Delivery timescales**

All requirements should be completed by early January 2024.

### **Duration**

Two virtual instructor-led webinars delivered over two half-days per course for up to 30 people, each attracting 6 hours CPD, delivered in two half-day sessions across a week, and both courses will be delivered within three weeks, with a clean recording available afterwards on the [Regulator's Companion](#).

### **CPD and attendance certificates**

The live webinars will attract six hours of CPD each, and delegates will receive CPD certificates subject to completing a course evaluation form.

Similarly, CPD certificates will be issued to those who complete the training on the [Regulator's Companion](#) and achieve at least 70% in the end-of-course test.

Certificates must include the course title, delivery method, a brief description of what the course covered, including the aims and objectives, CPD attracted/attendance hours (as appropriate), date, and the person that delivered it on behalf of the FSA (including appropriate credentials), the FSA's and supplier's logo and the name of the person attending.

### **Trainer requirements**

Trainers delivering these courses must have relevant practical experience in food law and enforcement delivery and demonstrate technical competence and/or the provision of training in this area.

### **Overall aims of the courses**

Upon course completion, delegates should have the necessary underpinning skills and knowledge to procure food samples confidently, interpret results and take appropriate and proportionate action to rectify non-compliances.

### **Intended learning outcomes**

By the end of each course, delegates should:

- know and understand the law relating to food sampling.
- know and understand the role and objectives of sampling in protecting consumers and assessing business compliance, including the limitations of sampling.
- know and understand the role of other organisations in the sampling process, for example, the Public Analyst/Examiners and the Government Chemist
- know and understand sampling methods, techniques and problems relating to the identification of samples and determining when and how to take risk-based representative samples in accordance with relevant legislation, policies, and procedures, the Food Law Code of Practice (England) June 2023 (the Code), the Food Law Practice Guidance (England) March 2021 (the Practice Guidance), including samples from online businesses.

- know and understand how to appropriately procure, seal, store, transport and submit a sample for analysis/examination to a suitable laboratory and ensure that the integrity and continuity of the sample are maintained.
- know and understand how to maintain continuity of information gathered and recorded, including samples taken by means of distance selling, so that they are admissible as evidence.
- be able to interpret sampling results taking account of relevant legislation and guidance and advice of analysts and examiners.
- be able to appropriately use results to decide on the appropriate and proportionate action in accordance with relevant policies and procedures.
- be familiar with the requirements of the Code, the Practice Guidance, and other relevant guidance.

### **FSA's Competency Framework**

All course outputs must align with the FSA's Competency Framework.

The content should be mapped to the areas of the FSA Competency framework where relevant in the context of food sampling, including:

A: Common competencies.

B1: Inspecting businesses.

B2: Auditing.

B3: Validation.

B4; Verification

B5: Sampling

B6; Assessing products, labelling and other information

D - Enforcement

### **Course content**

The course's content must contain the requirements as outlined below but is not limited to and not necessarily taught in the order as presented.

### **Course 1: Practical Food Hygiene Sampling**

#### **An overview of the objectives of sampling and legislation relating to food hygiene sampling:**

Not limited to but includes the following (if applicable):

- Food Safety Act 1990
- Retained Regulation (EU) 2017/625 on official controls and other official activities Article 14 official control methods and techniques and Chapter IV Sampling, analyses, tests and diagnoses
- Retained Regulation (EC) No 2073/2005 on microbiological criteria for foodstuffs
- The Code and Practice Guidance - Practical requirements for LA's sampling policy, documented procedure and having in place a risk-based sampling

programme, service planning arrangements and sampling as an official control activity, and who can take samples

- Guidelines for Assessing the Microbiological Safety of Ready-To-Eat foods Placed on the Market
- National Sampling Priorities, regional and local sampling priorities
- Meeting the requirements of the Competency Framework
- Role of Food Examiner (include requirement for accredited laboratory)
- Role of Public Analyst (include appointment)

### **A brief overview of the role of Laboratories**

- Role of the Public Analyst/Food Examiner/Agricultural Analyst
- Laboratory Accreditation/Accredited tests (UKAS) and Official Control Laboratories
- Laboratory Testing & turnaround times (importance of agreeing in advance)
- Options for LAs if labs cannot turn samples around quickly for perishing food.
- Testing conditions

### **Microbiological Sampling**

- Why do we take microbiological samples
- How to take microbiological samples
- Micro-organisms to sample for depending on a food product?
- Sampling considerations, (avoiding contamination, preventing deterioration or damage to samples whilst under the control of the Competent Authority, continuity of evidence)
- Common errors and best practice
- How to prevent cross-contamination
- Sampling Documentation for submission to the labs

### **Other types of sampling**

- Evidence of processing (i.e., whether a product has been cooked/heat treated)

### **Environmental swabbing**

- How to take a swab – e.g., from a work surface, equipment, drains etc. and the interpretation of environmental swabbing and the most appropriate action to be taken from results, e.g., when manufacturers conduct their own swabbing)

### **Sampling methodologies/techniques**

- Overview of the different sampling methodologies and relevant authorisations:
- Failures of sampling (what can go wrong)

- Legislative Provisions
- How to target sampling for surveillance
- List of useful equipment (General and Specialised)
- Definition of common sampling terms
- General principles of sampling

### **Preparation of Samples**

- Why do we take samples?
- How is a sample procured?
- Common errors and best practice
- How to prevent cross-contamination
- Sampling Documentation for submission to the labs
- Storage, transport & continuity of evidence
- Preparation of Lab samples (including examples)
- Methods of analysis (including examples)
- What can't be tested for?

### **Interpretation of Sampling Results and relevant enforcement action**

- Interpreting sampling results (e.g., Pathogens and microbial toxins, Hygiene indicators, Aerobic colony counts, legal criteria, guidance criteria, borderline results) and understanding what the results mean so that a decision can be made on the appropriate action to take
- Analysts report and how to review results
- Understanding the results & expectations on certificates
  - Borderline results - Action to be taken by business and competent authority.
  - Unsatisfactory results – what to do with unsatisfactory results and the action to be taken by the business and competent authority.
  - Emphasis here should be on the analysis of results and the practical action to be taken following the analysis of the results.
- Relevant practical action to take on each of the various methodologies.
- Use of case studies, breakout rooms and discussion on a range of scenarios and the necessary action to be taken based on those sampling results

### **Course 2: Practical Food Standards Sampling**

#### **An overview of the objectives of sampling and legislation relating to food standards sampling**

A general overview, not limited to but includes the following (if applicable):

- The Food Safety Act 1990
- Food Safety (Sampling and Qualifications) (England) Regulations 2013
- Retained Regulation (EU) 2017/625 on official controls and other official activities Article 14 official control methods and techniques and Chapter IV Sampling, analyses, tests and diagnoses

- The Code and Practice Guidance - Practical requirements for LA's sampling policy, documented procedure and having in place a risk-based sampling programme, service planning arrangements and sampling as an official control activity, who can take samples
- National Sampling Priorities, regional and local sampling priorities
- Meeting the requirements of the Competency Framework
- Role of Food Examiner (include the requirement for an accredited laboratory)
- Role of Public Analyst (include appointment)
- National Sampling Priorities, regional and local sampling priorities

### **A brief overview of the role of Laboratories**

- Role of the Public Analyst/Food Examiner/Agricultural Analyst
- Laboratory Accreditation/Accredited tests (UKAS) and Official Control Laboratories
- Laboratory Testing & turnaround times (importance of agreeing in advance)
- Options for LAs if labs cannot turn samples around quickly for perishing food.
- Testing conditions

### **Types of Sampling/Chemical Testing**

- Substitution sampling
- Nutritional sampling
- Allergen sampling
- Contaminants (pesticides and packaging migrants)
- Composition of Foods
- Authenticity Testing
- Materials and articles in contact with food

### **Sampling methodologies/techniques**

- Overview of the different sampling methodologies and relevant authorisations:
- Formal
- Informal
- Failures of sampling (what can go wrong)
- Legislative Provisions
- How to target sampling for surveillance
- List of useful equipment (General and Specialised)
- Health and Safety - Precautions for sampling, Personal Protective Equipment (PPE)
- Definition of common sampling terms

- General principles of sampling

### **Preparation of Samples**

- Why do we take samples?
- How is a sample procured? (Including considerations for obtaining three parts per sample)
- Common errors and best practice
- How to prevent cross-contamination
- Sampling Documentation for submission to the labs
- Storage, transport & continuity of evidence
- Preparation of Lab samples (including examples)
- Methods of analysis (including examples)
- What can't be tested for?

### **Interpretation of sampling results and relevant Enforcement action**

- Interpreting the results
- Analysts report and how to review results.
- Understanding the results & expectations on certificates
  - Borderline results - Action to be taken by business and competent authority.
  - Unsatisfactory results – what to do with unsatisfactory results and the action to be taken by the business and competent authority.
  - Emphasis here should be on the analysis of results and the practical action to be taken following the analysis of the results.
- Relevant practical action to take on each of the various methodologies.
- Use of case studies, breakout rooms and discussion on a range of scenarios and the necessary action to be taken based on those sampling results

### **Teaching and learning methods**

Delegates should be engaged through various teaching and learning approaches. The courses should:

- be high-level PowerPoint presentations complimented by practical scenarios, case studies, videos, photographs, labels, and other relevant training resources and materials to engage the audience (sharing links), practically demonstrating the courses' content and consolidating theoretical learning.
- be designed, so delegates will be expected to contribute, with delegates being allowed to ask questions, having also done some preparatory reading before the course and each subsequent session.
- trainers should:
  - consider the need for appropriate pre-reading, self-study through directed reading and independent study tasks.
  - consider recent postings on the [Knowledge hub](#) to ensure content reflects current issues identified by LAs relevant to the course content.
  - use challenges and examples where possible to stretch the delegates' capabilities in real-world learning and assessment, resulting in a deeper approach to learning



- each section/module of the course will utilise a knowledge check/test to assess understanding.

### Assessment methods

The following requirements for the courses will apply in line with the over-arching specification linked to the contract signed between the FSA and CTSI:

- the supplier will be required to produce an evaluation form for all delegates to complete at the end of the courses - tests/quizzes should be used during the live webinar and after the training on the [Regulator's Companion](#) to measure and evaluate delegates' change in knowledge and understanding during the training.
- reporting and metrics provided to the FSA regarding the courses, including quiz metrics, participant data and feedback about the course for both the live and recorded versions.

A suitable evaluation methodology should be used and will include:

- the extent to which the participants found the training useful, challenging, well-structured, or organised.
- the extent to which participants improved their knowledge and skills due to the training.
- how the training will be used in the workplace and its benefits.
- **Pre-training assessment.** This step uncovers the participants' past experience as well as current competencies (testing knowledge skills and levels of confidence before the training intervention), learning needs, and expected application of learning.

The results from this can be treated and inform the baseline for each participant's level of knowledge.

- **Post-assessment (reactions).** This addresses participants' reactions to the training experience, for example, their learning environment, format and instructor methods, and general satisfaction.
- **Post-assessment (learning).** Tests/quizzes/scenarios/session re-caps and case studies should be used during the live webinars. These will determine whether the training was pitched appropriately for the audience, has met its objectives and measures what the participant learned from the training session.

For the training on the [Regulator's Companion](#), there should be a marked test to assess the knowledge or skills gained as appropriate to the training intervention. A pass mark of 70% will be determined for receipt of a CPD certificate. This will be used to evidence whether the training was pitched appropriately for the audience, has met its objectives and measures what the participant has learned from the training session.

Delegates must also complete a survey detailing their anticipated knowledge transfer into the workplace. This will be followed up to assess how the newly acquired skills and knowledge are being used to inform practice in the workplace or identify and understand the barriers that prevented it. Has the training been utilised in the officers' daily work, or has the knowledge transferred to colleagues via cascade training?

- **Follow-up.** This process may include several methods to assess the outcomes and effect of training programs over time, including contacting the delegates attending the webinar 3-6 months post-training to determine the tangible results of the training, such as improved quality and efficiency, increased capacity, increased productivity, increased morale etc. (feedback on their progress against their anticipated transfer of knowledge into the workplace)

### **Reporting evaluation metrics**

Feedback and evaluation data should be reviewed to identify any patterns, areas of concern, or success and inform future training design and delivery.

A summary report should be provided to the FSA by one-month post-delivery of the virtual instructor-led webinar detailing the attendees' opinions on the course's content and delivery, the results of the quizzes and tests, as well as highlighting the positives and recommendations for improving the course content and/or delivery.

### **Learning resources**

The courses should link throughout to current FSA resources and training and other relevant materials and guidance, for example, the Code and associated Practice Guidance, FSA training, the Food Standards Manual and CTSI's [Regulator's Companion and Business Companion](#) (as appropriate).

### **Course delivery & mobilisation**

- During the delivery stage, 30 people will attend each live webinar to give feedback to help inform the recorded on-demand modules.
- Whilst the FSA would like as many delegates to be trained as possible, it recognises that the trainers will need to be able to interact with the delegates during each training session.
- Development and delivery of a recorded version of the training session - This should follow the main content requirements of the live webinar but with the additional requirements below:
  - Suppliers should provide a recorded clean version of the live training session with no participants of any live sessions visible to avoid GDPR breaches.
  - The recorded training session can be a condensed version of the live session – interactivity will be limited due to the recorded nature, but we welcome supplier suggestions on this.
  - The recording should be managed and hosted by the supplier.

- The recording should allow users to watch on demand, not necessarily in one sitting.
- A test based on the condensed recorded session should be developed for users to sit.

It should be noted that the recorded session is intended to supplement the benefits associated with attending a live training session. The recording will allow officers to have reference material and an opportunity to see the content covered during the live training session. Subject to the FSA budget, the intention is to provide more live sessions, but the recording allows the training to reach more officers. Any requests for further sessions will be subject to budget, and the call-off procedure will be used.

- The FSA will manage invitations to the course.
- The supplier will send the joining instructions and circulate the course materials and/or any pre-reading to delegates before each course.
- Development of content, facilitation and administration services of the course will be the supplier's responsibility.
- The supplier is responsible for reviewing and quality-checking the course content, and formatting slides, before forwarding them to the FSA for review.
- All course materials and content developed will require internal FSA sign-off before delivery to ensure it reflects participants' needs.
- Final copies of the course content must be sent to the FSA before the courses commence.
- The FSA will require the digital content to be transferred to FSA or available to any delegates proposed by the FSA.
- The FSA reserves the right to request amendments to the digital course delivered within the existing quotation.

### **Technical requirements**

The supplier will be responsible for online platform technical support to course attendees and responding to any issues regarding connectivity or access issues.

There should be no requirement for the user to have a specific device or web browser to attend the live webinar.

### **Success criteria**

The courses' delivery success parameters will include the following:

- course delivered on time and within budget.
- results of delegates' evaluation forms and tests.
- feedback from trainers and FSA representatives.

### **Costs**

Initially, only one training session per course will be delivered, with future sessions based on demand and budget.

The FSA requests that the supplier provides a quotation detailing all costs associated with the development and digital delivery of one version of each

course, along with the provision of findings in a written report and presentation to the FSA.

The supplier has been requested to provide the complete cost of delivering additional courses that will be developed for future interested attendees. The FSA may need to conduct several sessions of each course, depending on their priorities and budget, but this will depend on the level of interest and demand. At this stage, the FSA cannot guarantee or confirm the potential number of additional training sessions.

The supplier must detail the proposed development and delivery timeline; therefore, please consider this information when responding.

All quotations will be reviewed on costs and confirmation of meeting the necessary timeline.

A full breakdown of costs should be provided. Additional costs should be itemised to make the course relevant for Wales and Northern Ireland, broken down into options from a supporting document highlighting the legislative differences, course slide deck, and webinar.

### **Payment**

Payment will be made based on sign-off on completion of the following:

- the course content.
- delivering one live webinar and a recording hosted on the [Regulator's Companion](#).

### **Enquiries**

Please submit the response along, with any enquiries, through the Agency's health family single e-Commercial System (Atamis) by the deadline set.

Supplier response – please provide a detailed methodology of how you will deliver the requirements

## **1. Method Overview**

### **1.1. Training course**

The Chartered Trading Standards Institute (CTSI) will design, develop, and deliver two webinar courses aimed at local authority officers (LA) officers in England deemed competent to carry out official food controls and other official activities.

The two courses are:

Course 1: Practical Food Hygiene Sampling

Course 2: Practical Food Standards Sampling

CTSI will deliver each of these courses as two half-day virtual instructor-led webinars, for up to 30 delegates for each course. In addition to the delegates, FSA observers may join the courses.

These will be delivered through CTSI's Microsoft Teams system. Following each course, a clean recoded version will be uploaded onto CTSI's Regulators' Companion with an accompanying online test. These courses will initially each be delivered once.

### **1.2. Course delegates**

FSA will secure delegates for the two courses, and provide details to CTSI, from which CTSI to issue booking invitations to delegates to register through CTSI's booking system.

### **1.3. Delegate course evaluation**

Following a course, CTSI will issue a course evaluation feedback form for delegates to complete. CTSI will collate their responses and produce a report for FSA.

### **1.4. Course and course materials**

CTSI and its trainers will design and develop the workshop and course materials. These will be reviewed by FSA and sign off final version before the delivery of each first course.

### **1.5. Delegate follow-up**

CTSI will contact those delegates who attended the webinars within 3-6 months following the training. The aim is to determine the tangible results of the training, The process will be confirmed and agreed with FSA.

### **1.6. Timescales**

CTSI recognises the requirements and will complete and deliver the requirements by early January 2024.

## **2. Meeting RFQ basic information**

### **2.1. FS430474 Specification**

CTSI confirms it meets the requirements set out in the original specification agreed between the Food Standards Agency (FSA) and the Chartered Trading Standards Institute under the terms and conditions of the call off contract FS430474.

### **2.2. General Data Protection Regulation (GDPR)**

#### **GDPR compliance**

CTSI confirms it complies with UK GDPR and data protection legislation. It will ensure that any information collected and processed on behalf of the FSA will be managed, held, handled and if needed to be transferred will be securely.

#### **Data Security**

CTSI confirms it has the human and technical resources to ensure compliance with UK GDPR and ensure the protection of the rights of data subjects.

### **2.3. Quality Requirements**

CTSI confirms it will follow and use the methods, processes, and systems for meeting the quality requirements as provided for previous webinar courses and clean recorded versions under FS430474.

### **2.4. Accessibility**

CTSI's will use its website, portals and learning systems and course materials which conform to WCAG 2.1 AA standards. In addition, the visual design takes styles, components, patterns, and visual cues from the GOV.UK Design System (<https://design-system.service.gov.uk/>) which helps ensure that new users become familiar with its design and layout.

The course delivery methods are compliant with the Web Content Accessible Guidelines 2.1 at level AA and the most common assistive technologies. Similarly, CTSI in using Microsoft Teams, can utilise the standard system for its accessibility facilities.

## **2.5. FSA Competency Framework**

CTSI will ensure all outputs align with the FSA's Competency Framework - Knowledge and skills for delivering official food and feed controls and other activities effectively.

## **DELIVERY OF THE REQUIRED SERVICES**

### **3. Training courses**

#### **3.1. Training delivery**

##### **Live webinar course**

The two live webinar courses will be delivered by CTSI and trainers. The trainers will also lead and facilitate discussions, managing questions and answers. Assessment of delegates will be undertaken throughout the course and include, where appropriate, use of tests, quizzes, scenarios, and recaps.

During the webinars we will capture delegates knowledge through pre-training assessment, post -assessment reactions and post-assessment learning. The courses will be suitable for Local Authorities in England.

##### **Clean recorded versions**

Following a live course delivery, CTSI will undertake clean recorded sessions with the trainers - with no delegates - for complying with UK-GDPR and data protection legislation. This will be edited by CTSI to produce the final version.

CTSI will produce an online test question bank, based on the clean recording versions. The clean recorded versions and online test will be uploaded onto CTSI's Regulator's Companion. On a learner completing the test and achieving at least 70%, a CPD certificate will be awarded and available within the system.

#### **3.2. Practical Food Hygiene Sampling**

The webinar course will be developed and delivered against the course outline, the overall aims of the course and intended learning outcomes - as identified in the RFQ, although may not be mapped in the same structure that is outlined the RFQ. Whilst the sampling of imported food, shellfish environmental sampling, and any detailed discussions on sampling methodologies is outside of scope, the training course will identify and provide awareness and appreciation of such regulations.

##### **Trainer**

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

### 3.3. Practical Food Standards Sampling

The webinar course will be developed and delivered against the course outline, the overall aims of the course and intended learning outcomes - as identified in the RFQ, although may not be mapped in the same structure outlined the RFQ.

#### Trainer

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 4. Delivery and methodology

CTSI will undertake and use is proven methods, experiences and standards in developing and delivering the course as used for developing courses to FSA Sampling course under FS725002 and FSA Food and Feed courses under FS430474.

### 4.1. Course development

#### Course materials

CTSI will design, develop, and produce the workshop course, course materials and case studies or scenarios, tests and to be applicable to current legislation and for local authority officers in England

For the course webinar delivery, materials will be produced in PowerPoint and supporting material in formats such as MS Word or PDF.

If FSA can provide its standard presentation slide set with layout, branding and format, CTSI will produce the slides in that. Otherwise, CTSI will use one of its webinar training course templates to create the courses. Similarly, for any such reports will agree a standard format, either from FSA or provided by CTSI.

### 4.2. Course components

The facilitated workshop for both courses will comprise of the components and structure below.

- all training sessions led by trainer
- courses will provide an overview of sampling and its requirements with an emphasis on the practical procuring of samples, interpretation of results, and the most appropriate action to be taken following the analysis of results
- use of case studies, group sessions, discussion on a range of scenarios and the necessary action to be taken based on those sampling results
- provide and direct delegate to any appropriate pre-reading, self-study through directed reading or independent study tasks
- from reviewing postings on the [Knowledge hub](#), where necessary, ensure content reflects current issues consider identified by LAs relevant to the course content
- use examples where possible in challenging the delegates' capabilities in real-world learning
- each section/module will include a knowledge check/test to assess delegates understanding, and for the course undertake a series of delegates assessment for pre-training, post-reactions and post-learning.
- course outputs aligned with the FSA's Competency Framework



## Knowledge Hub

FSA will ensure the necessary access to the Knowledge hub for viewing and reviewing relevant posting for the scope and requirements of these courses.

### 4.3. Course materials sign off.

All course materials will be reviewed with, and signed off by FSA. It is likely this will require a number of discussion and iterations for any such amendments.

As draft materials are produced, which CTSI will review and make any changes, these will then be sent to FSA technical experts for reviewing. Where possible, a call will be held with FSA, CTSI and trainers early in the development of a course. FSA will arrange for sign off for the webinar course and materials. The development timetable will cater for any such cycles, so final materials will be available for delivery of the first course sessions. During the initiation stages of the contract, FSA and CTSI will agree and confirm the development timetables and dates for course delivery.

### 4.4. Course delivery

#### Webinar platform

CTSI will use its Microsoft Teams system - with audio conferencing capability - to deliver the training courses to regulatory services officers. This system has been used to deliver live webinar course to trading standards officers with over 100 delegates attending for a course.

This has been used for other webinar courses under FS430474 Lot 1 Feed training Lot 2 Food training courses.

#### Webinar training sessions

The live webinar interactive training courses will be delivered by CTSI trainers. CTSI will facilitate group sessions such as for case studies or scenarios. CTSI propose rather than including a breakout session for working in groups, during the live course webinar, CTSI will arrange a short webinar session for each group outside of, and between, the live training two half-day courses session. This will be reviewed during the subsequent half-day webinar.

Delegates will be able to ask questions throughout the course such as using the chat function, raising hand, while there is a question and ask session built into the course structure.

#### Numbers of delegates

FSA has determined for each course delivered via webinar, there will be a maximum of up to 30 delegates for each course, and split into two half-day sessions for each course. FSA envisage that the course will be delivered once to be scheduled and delivered in 2023.

CTSI does not see a limit to the number of training session that can be run for any course, although based upon FSA's budget and demand for take-up. Any additional course sessions will be agreed between FSA and CTSI, and set those course dates.

FSA and CTSI will agree the first course webinar dates to be set during the initiation stages of the contract. FSA will provide these dates in their invitations to potential delegates

### Delegate support

CTSI will provide a help support desk for users in accessing the webinar system. Course leaders and administrators will be available during the webinar session to respond to any user technical issues or questions.

### Course attendance CPD certificate

Each webinar course attracts 6 hours CPD and awarded to delegates subject to completion of the course and their submitting a completed course evaluation form. Additionally, a CPD will be awarded for those learning via the clean recorded version, and after successfully completing the accompanying test.

CTSI plans to provide a similar CPD certificate format for both types. There will be fields available to be populated, although limited space. Thus, trainer details will not be provided, and details of the course limited.

CTSI can develop further CPD certificates if FSA require, although the additional costs may not always provide value for money.

### Course evaluation delegates form

CTSI will develop and issue course evaluation feedback form for delegates to complete, which CTSI will collate their responses and produce a report for FSA.

CTSI are not able to ensure delegates supply a completed evaluation form, although a reminder will be sent out, and then supply FSA a list of any delegate forms not received.

### Course administration

FSA will secure delegates for all courses. FSA will provide CTSI with the delegate contact details.

CTSI will contact delegates and signpost them to CTSI's online booking form for delegates to register and book through.

CTSI's training administration team will manage delegate bookings; provide joining instructions; will send out details of the course; and where required, issue any materials before the course starts.

CTSI will provide a support line to delegates for enquiries or additional assistance required.

### Course Dates

FSA and CTSI will agree training webinar dates to be set during the initiation stages of the contract. FSA will provide these dates in their invitations to their potential delegates.

### Course evaluation report for FSA

CTSI will compile a report for FSA to include delegate feedback evaluation forms, number of delegates and the local authority. It will also include outcomes from assessments undertaken for during the webinars using Mentimeter and are anonymised, and from the post-assessment learning test deliver through Regulator's Companion.

FSA require delegates to also complete a survey detailing their anticipated knowledge transfer into the workplace. CTSI will include this in the course evaluation forms.

## **4.5. Follow-up Assessments**

CTSI will undertake contacting those delegates who attended the webinars within 3-6 months following the training to determine the tangible results of the training, The survey and scope will be agreed and confirmed with FSA. This will be communicated to all delegates before the course starts, and the responsibilities on delegates to participate in this follow-up process.

## **5. Clean recorded versions**

### **5.1. Online portal**

CTSI is providing its Regulators' Companion online portal

<https://www.regulatorscompanion.info/>

This portal was developed, designed and is hosted by CTSI for regulatory services officers including trading standards (TS), environmental health (EH) and Port Health Authorities (PHA) as a training and resource across all four nations of the UK.

It provides a self-registration function, that as long as a user has a .gov.uk email address, they can access the system and take the training courses and receive a CTSI CPPD certificate as evidence of its currency of knowledge, and supporting career development.

### **5.2. Recording**

CTSI will undertake and record webinar sessions with the trainers and no delegates so as to comply with data protection legislation. Recorded training session will be a condensed clean recorded version of the live session.

After editing it will be uploaded and held on CTSI's Regulators' Companion portal, and will be accessible for course delegates and .gov.uk email users to access, for their use on demand, rather than having to take the whole session at one sitting. The purpose of the clean recorded version provides officers to have access for reference materials, and serves to review and as a refresh of the content covered during the live training session.

### **5.3. Online tests**

CTSI will produce an online test question bank, based on the clean recording versions. The clean recorded versions and online test will be uploaded onto CTSI's Regulator's Companion. On a learner completing this end-of-course test and achieving at least 70%, a CPD certificate will be awarded within the system.

## **6. Additional and supporting information**

## **6.1. CTSI contact management**

### **Project / Contact Management**

CTSI will appoint a contact / project manager as the point of contact for FSA and will also co-ordinate internally within CTSI delivery of the services and deliverables to meet the project timescales.

Regular contact between the CTSI's project team and the FSA team will be conducted via virtual and/or reports as appropriate, during which a review of deliverables against the timescales will be conducted. Ad-hoc communications will continue outside of project reviews using, emails, phone and MS Teams calls.

### **Contract Management**

████████████████████ in this role as contract management, provides Senior Management oversight of this contract and monitor the status of the contract through the CTSI management team, and engage with FSA management as appropriate.

## **6.2. Digital content ownership and transfer to FSA**

CTSI confirms that all digital content will be provided to FSA and FSA own the intellectual property materials developed to these courses.  
All course materials will be provided in source electronic format.

## **6.3. FSA requesting amendments**

CTSI acknowledges that FSA reserves the right to request amendments to the digital format during the contract period. CTSI is happy to work with FSA to respond to, and apply any such amendments.

There are several methods manage and cost any FSA amendments. CTSI propose using its change management method to review and apply amendments from a customer. Any changes requested by the customer will be scoped for impact on the project by CTSI, including timescales and costs. This will be submitted to the FSA for review. Any changes commissioned by the client will be implemented. This ensures value for money in costing and spend only for the changes needed.

CTSI is happy to discuss with FSA the costing method it will require to use. For the requirements of the RFQ, we have listed one such metric (based on amendments for 1 hour of learning) and can provide a budgetary estimate only in Section 7 Breakdown of Costs.

## **6.4. Additional Courses**

All associated costs for the development and delivery one webinar version of each course, along with the provision of findings in a written report and presentation to the FSA, as detailed in Section 7 Breakdown of Costs.

## 6.5. Wales and Northern Ireland legislation

There are a number requested options for make a course relevant to Wales and Northern Ireland.

**For Food Standards** sees there is limited changes required across the three nations.

From the options in the RFQ, CTSI propose the following options:

- produce supporting documents highlighting the legislation changes, which can be loaded onto the Regulator's Companion
- produce additional slides for the English slide deck to cater for each other nation
- produce any additional materials to accompany the webinar for differences in the way Wales and NI work and systems/ processes may be used.

We do not recommend at this stage producing a Wales or Northern Ireland only webinar, although CTSI will be happy, and is able, to additionally provide costings for this option if FSA require.

The costing options are detailed in the Section 7 Breakdown of Costs.

**For Food Hygiene Standards**, a course and supporting information was produced for FSA Wales and delivered earlier in 2023.

From the options in the RFQ, CTSI propose the following options:

- produce supporting documents highlighting the legislation changes, which can be loaded onto the Regulator's Companion
- produce additional slides for the English slide deck to cater for each other nation
- produce any additional materials to accompany the webinar for differences in the way Wales and NI work and systems/ processes may be used.

CTSI do not recommend at this stage producing a Wales or Northern Ireland version as there could be some significant amendments. Although CTSI will be happy, and is able, to undertake and produce either version.

## 7. Breakdown of Costs

### 7.1. Scope

The costs include services as required in the RFQ, which are additional over the courses for Lot 1 Feed and Lot 2 Food under FS430474, which includes CTSI to:

- undertake breakout sessions and pre-learning/ reading
- capturing outcomes from webinar assessment, and delegates anticipated knowledge to be transferred into the workplace to be included in evaluation report
- undertake follow-up the courses through surveys with delegates and a report
- produce a new CPD for both the online test and RC
- additional administration services during webinar and breakout sessions.

The trainer fees to CTSI have been increased since last year and CTSI has unfortunately had to pass costs on to the customer.

7.2. Costing Table

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## Annex 1 Clarification Questions and Responses

<b>Tender reference number</b>	<b>Tenderers Name</b>
FS430474 / C199175	CTSI
<b>Tender title</b>	
Lot 2 - WP1 Practical Food Hygiene and Food Standards Sampling	
<b>Evaluator name</b>	
N/A	

- The evaluation panel will be meeting shortly to make a decision about the tenders received for this requirement. To help the panel to evaluate your proposal fairly and accurately, **you are invited to comment or respond to the clarification questions highlighted below** which have been made by the panel members after initial evaluation of your tender. Your response should only relate to the issues raised.
  - **Please note this is not an opportunity or request to submit a revised or amended proposal. This is to assist the tender evaluation panel in their assessment**
  - Please respond via the eSourcing portal, **no later than 12 noon on 25/09/2023.**
  - If you have any queries please submit these via the eSourcing portal.

### Requests for clarification and additional information

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