

## UPDATE TRAINING FOR FOOD LAW ENFORCEMENT OFFICERS

# WORKING EFFECTIVELY WITH DIVERSE COMMUNITIES - TRAINING COURSE FOR FOOD LAW ENFORCEMENT OFFICERS

The Agency is pleased to announce that it has recently developed a new training course for local authority food law enforcement officers. After a successful pilot, it has been agreed to hold a further 10 courses at different locations around England in June, July, September and October 2008. The dates are as follows:

**18<sup>th</sup> June 2008**  
**1<sup>st</sup> July 2008**  
**3<sup>rd</sup> July 2008**  
**8<sup>th</sup> July 2008**  
**10<sup>th</sup> September 2008**  
**16<sup>th</sup> September 2008**  
**7<sup>th</sup> October 2008**  
**9<sup>th</sup> October 2008**  
**15<sup>th</sup> October 2008**  
**22<sup>nd</sup> October 2008**

The aims and learning outcomes of the course are opposite.

It is a one-day course and local food groups are invited to bid to host the course on one of the dates above. Food groups will, therefore, make the arrangements for the course at a venue selected by them. The maximum number of delegates at the course is 20. In the first instance, no more than two delegates from any local authority should be considered.

A course planning sheet which includes all information for food groups that wish to host the course is available.

If a food group wishes to host the course, they should contact Bob Pilling either by e-mail at [robert.pilling@foodstandards.gsi.gov.uk](mailto:robert.pilling@foodstandards.gsi.gov.uk) or by telephone on 020 7276 8436.

If you have any further enquiries about this course or would like further information, please contact Bob as above.

### LEARNING OBJECTIVES OF THE COURSE

Aiming to enhance understanding and practice in the area of equality and diversity, this highly practical programme will enable local authority enforcement officers to work more effectively with FBOs from diverse communities.

By the end of the day - and by making reference to the Toolkit - participants will have increased their knowledge and understanding of:

- Current equalities legislation and statutory duties and how this fits with the role and remit of local authority enforcement officers
- The national, organisational and individual context for equality and diversity
- The basic cultural/religious/social/business practices and etiquette in a number of key cultural groups
- The principles of good practice in developing good working relationships
- The principles of good practice in cross-cultural communication
- Where to find further support materials and resources

By the end of the day - and by making reference to the Toolkit - participants will have increased confidence in their ability to:

- Communicate effectively with, and the value the diversity of, a wide range of individuals and cultures
- Work effectively with FBOs to identify, highlight and resolve issues
- Identify the 'diverse issues' and opportunities for relationship building within particular situations
- Identify good practice solutions to a range of situations in order to work more effectively with diverse communities
- Engage in a personal continuous improvement process for the development of diversity and good practice skills