



BETTER  
COMPLIANCE

# Training Tracker

An easy way to track and deliver  
your staff training

How to use guidance - Staff Guide

**Staff Guide**



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# Welcome

Welcome to the Training Tracker

Businesses must comply with Licensing Act 2003, The Regulatory Reform (Fire Safety) Order 2005 for fire risk assessment, the Health and Safety Act 1974, among other laws and regulations.

Managers are expected to supply you with the information, training and supervision you need to comply with the various rules and laws. It can be a minefield to navigate.

We have taken this complex legislation and broken it down into language and information that can easily be understood with this E learning platform.

Each course is made up of videos, exercises and questions. You must complete each section before moving to the next. The training will help you develop both personally and professionally.

There are a range of courses for you to take but you are not expected to do them all at once. Your line manager will advise which courses to take and when, but as a basic rule everyone should be starting with Induction.

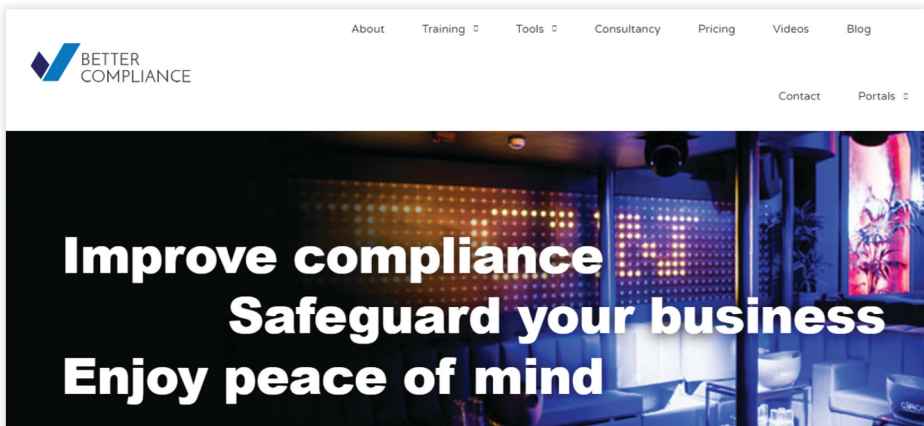
A record of all your training will be kept on the system and you can view what training you have taken and what you still need to complete at any time.

If you do courses such as First Aid which must be done in person, we can add your certificate to the system manually.

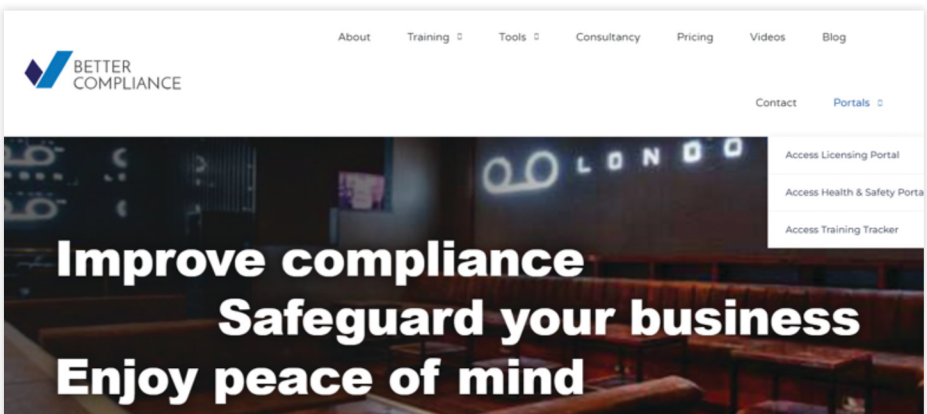
Once you have been added to the Training Tracker System you should automatically receive our Better Compliance Welcome Email and PDF which will also provide you with the LOGIN Steps and course information

# How To Log In

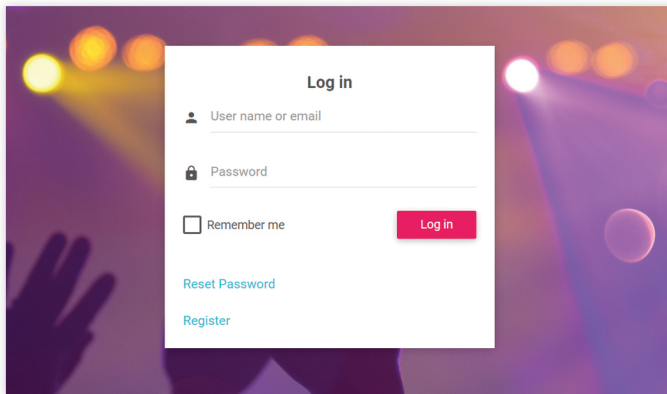
1. Go to [Bettercompliance.co.uk](https://bettercompliance.co.uk)



2. Then go to Portals and Access Training Portal

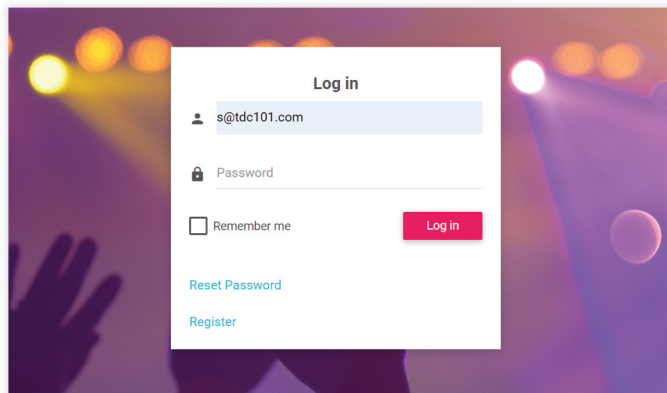


### 3. Log in using your email and Password



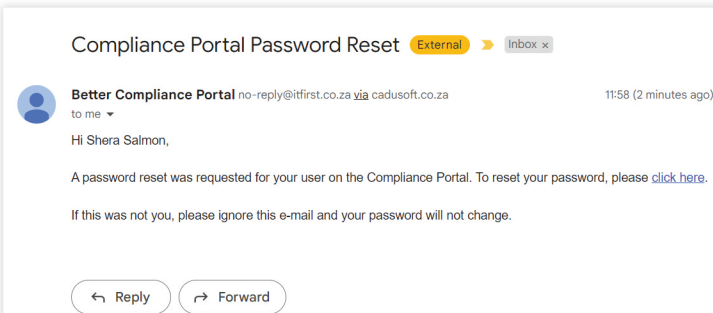
A screenshot of a 'Log in' form overlaid on a purple background with bokeh light effects. The form has a title 'Log in' at the top. Below it are two input fields: 'User name or email' and 'Password'. The 'Password' field has a lock icon on the left. Below the fields is a checkbox labeled 'Remember me' and a red 'Log in' button. At the bottom of the form are two links: 'Reset Password' and 'Register'.

### 4. If you don't have a Password – Press Reset Password and an email will be sent to you

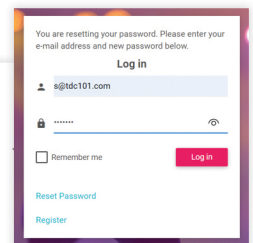


A screenshot of the same 'Log in' form, but the 'User name or email' field is now filled with the text 's@tdc101.com'. The other elements remain the same.

### 5. Reset your Password through the email

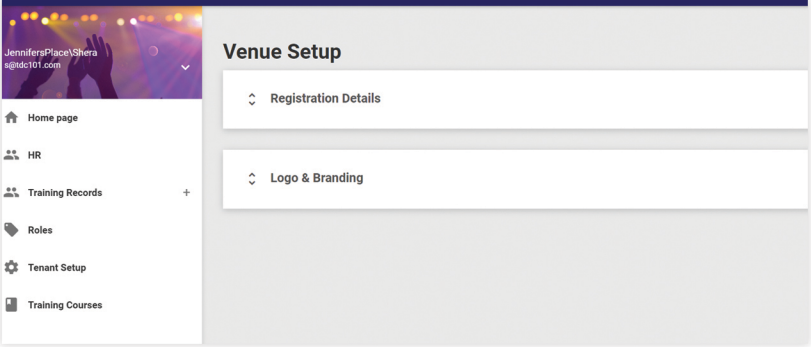


An email interface showing a message from 'Better Compliance Portal'. The subject is 'Compliance Portal Password Reset' with an 'External' tag and an 'Inbox x' indicator. The email body says: 'Hi Shera Salmon, A password reset was requested for your user on the Compliance Portal. To reset your password, please [click here](#). If this was not you, please ignore this e-mail and your password will not change.' At the bottom are 'Reply' and 'Forward' buttons.

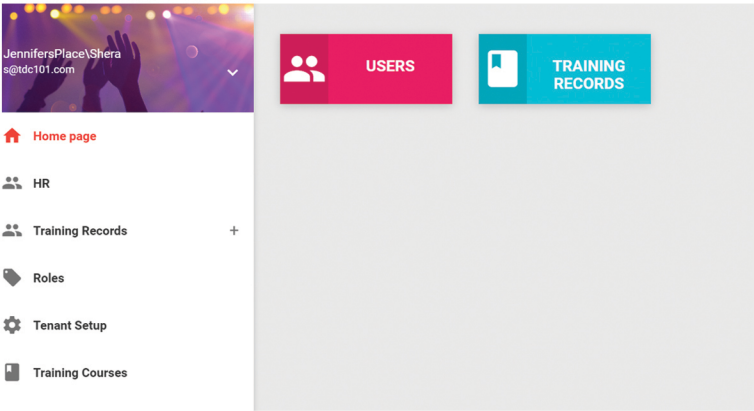
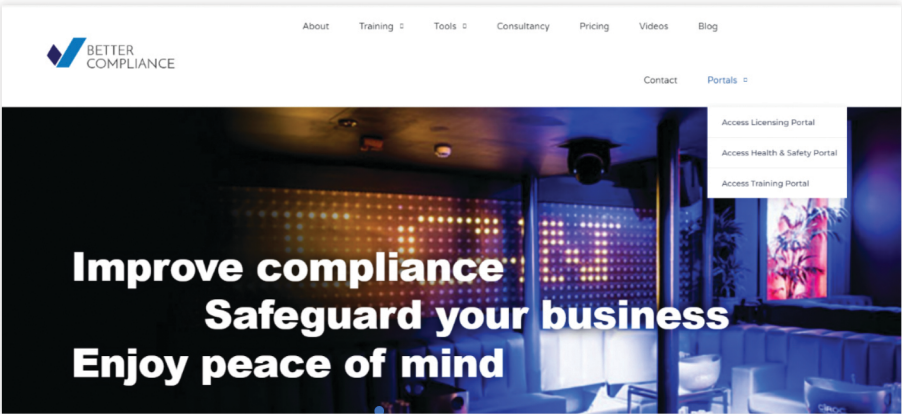


A smaller inset screenshot of a password reset form. It has a title 'Log in' and a message: 'You are resetting your password. Please enter your e-mail address and new password below.' The 'User name or email' field is filled with 's@tdc101.com'. The 'Password' field has a lock icon and a visibility icon. Below are a 'Remember me' checkbox and a red 'Log in' button. At the bottom are 'Reset Password' and 'Register' links.

If the company is not yet loaded you will reach this page.







Alternatively you will proceed through the homepage as follows:



# Training Course

## Taking a Training course

Navigate to the Training Course Page. Click on the hamburger menu next to the course and click the Take Course button.

Courses			
Course	Completion	Actions	
Welfare and Vulnerability Engagement Training (WAVE) <a href="#">More Info</a>	0%		
Food Hygiene Training – Level 2 equivalent <a href="#">More Info</a>	0%		
Risk Analysis of People (RAP) <a href="#">More Info</a>	0%		
Fire Warden Training <a href="#">More Info</a>	0%		

Once you are in the Lesson you can watch the video and answer the questions that follow below.  
When you have answered all questions, click the complete lesson button at the bottom of your screen.

***\*Note: The questions are not in the videos but rather the videos will have to be completed before you are able to proceed to the questions and then continue to the next lesson. Videos cannot be fast forwarded or skipped.***

## Available Training Courses

These are currently the courses available but we are constantly adding new ones.

Remember all queries can be directed to your manager.



### Fire Warden

To provide employees who are designated Fire Marshals with an appreciation of importance of fire safety.

**Staff designated as Fire Wardens | Length of course: 1hr 20**



### Level 2 Equivalent Food Safety

To provide participants with the basic knowledge of food hygiene practices and food safety legislation.

**Staff whose work involves the handling of food and or food contact surfaces | Length of course: 2hrs**



### RASPFLO: Responsible Alcohol Service and Promoting the four Licensing Objectives for Managers

To give supervising staff confidence in promoting the four licensing objectives.

**Staff supervising and responsible from being a bar supervisor to the Designated Premises Supervisor.**



### RASPFLO: Responsible Alcohol Service and Promoting the four Licensing Objectives for Staff

To give staff confidence to know how to act by knowing what the legislation is relating to alcohol sales when serving alcohol.

**Staff involved in the sale and service alcohol  
Length of course: 1hr**



### WAVE Training - Welfare & Vulnerability Engagement (WAVE)

Train staff on what to do when serving alcohol and provide those working in the licensed industry with an awareness of vulnerability and their responsibilities towards people visiting their premises.

**Staff involved in the sale of alcohol  
Length of course: 40mins**



### **Allergen Awareness & Management**

Train staff on what to do when confronted with someone who has an allergy by raising awareness of the risks from food allergies and the measures that should be put in place to reduce the risks.

**Staff involved in the sale and preparation of food.**



### **Induction**

This online induction is aimed at new employees who work in the hospitality sector.

**All new staff**



### **R.A.P - Risk Analysis of People**

Based on assessing individuals in a non-discriminatory profiling way.

**Staff involved in the refusal and ejection of guests**  
**Length of course: 1hr**



### **Manual Handling**

To develop participants awareness of Manual Handling and the risks involved.

**Applicable to all staff**



### **COSHH (Control of Substances Hazardous to Health)**

To develop participants awareness in handling chemicals and risks involved.

**Applicable to all staff & management**



### **CSE Child Sexual Exploitation**

Training on how to prevent and handle possible Child Sexual Exploitation.

**Applicable to all staff & management**



### **Drug Awareness**

To develop participants awareness in recognising drug taking and dealing and how to prevent this illegal activity on their premises

**Applicable to all bar & serving staff and management**

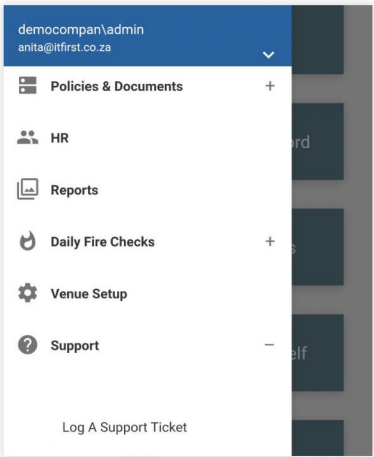
# Downloading Certificate

Once all the lessons have been completed and the user has passed the course, they can now download the certificate by clicking on the menu next to the course and clicking the download certificate button.

Course	Completion	Actions
Welfare and Vulnerability Engagement Training (WAVE)	100%	<div><div><div>⊕</div><div>Download Certificate</div></div><div><div>↺</div><div>Restart Course</div></div></div>
Level 2 Food Hygiene	0%	
Risk Analysis of People (RAP)	0%	<div>≡</div>
Fire Warden Training	0%	<div>≡</div>
RASPFLO for Staff	0%	<div>≡</div>

# Need Assistance?

Log a support ticket or email [info@bettercompliance.co.uk](mailto:info@bettercompliance.co.uk)





### CSE Child Sexual Exploitation

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**Applicable to all staff & management**



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## Downloading Certificate

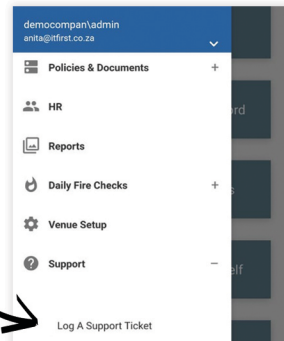
Once all the lessons have been completed and the user has passed the course, they can now download the certificate by clicking on the menu next to the course and clicking the download certificate button.

Users with ADMIN rights will also be able to see the certificates for all staff

Course	Completion	Actions
Welfare and Vulnerability Engagement Training (WAVE)	100%	<a href="#">Download Certificate</a>
Level 2 Food Hygiene	0%	<a href="#">Restart Course</a>
Risk Analysis of People (RAP)	0%	<a href="#">Menu</a>
Fire Warden Training	0%	<a href="#">Menu</a>
RASPFLO for Staff	0%	<a href="#">Menu</a>

## Need Assistance?

Log a support ticket or email  
[info@bettercompliance.co.uk](mailto:info@bettercompliance.co.uk)



**Improve compliance • Safeguard your business**  
**Enjoy peace of mind**

[info@bettercompliance.co.uk](mailto:info@bettercompliance.co.uk)  
[bettercompliance.co.uk](https://bettercompliance.co.uk)