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### Overview

This standard covers the legislative and regulatory requirements that can commonly be expected to govern hospitality management operations.

Managers in hospitality will be expected to ensure they and their teams comply with these requirements, that they are able to report on this compliance, and deal with external people, such as inspection staff, as and when required.

# PPL 4GEN17

## Comply with legislative requirements in hospitality

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### Performance criteria

- You must be able to:*
- P1 Keep up-to-date with the regulatory and legislative requirements relating to your area of responsibility
  - P2 Monitor professional and/or trade media for new developments relating to regulatory and legislative requirements
  - P3 Review the regulatory and legislative requirements relating to your area of responsibility with the management team as necessary
  - P4 Develop effective policies and procedures to ensure your team meets all regulatory and legislative requirements
  - P5 Manage the delivery of all regulatory and compliance training, including refresher training where required
  - P6 Ensure the whole team understands all relevant regulatory and legislative requirements before allowing them to work in the relevant areas
  - P7 Maintain accurate and regular records, as required by the guidelines for due diligence contained in all relevant legislation and regulations
  - P8 Take responsibility for the team's compliance with regulatory and legislative requirements
  - P9 Manage preparations for inspection or visits from compliance officers
  - P10 Ensure your area of responsibility meets all requirements of inspection or compliance visits
  - P11 Deal with any issues raised by inspection or compliance visits, and report on any shortcomings or lack of compliance to the relevant stakeholders
  - P12 Evaluate your team's performance with relation to regulatory and legislative requirements
  - P13 Report to the management team on matters relating to regulatory and legislative requirements, suggesting changes and improvements to practice where practicable

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### Knowledge and understanding

*You need to know and understand:*

- K1 The regulatory and legislative requirements relating to your area of responsibility, and why compliance with these is essential
- K2 The impact of non-compliance with regulatory and legislative requirements
- K3 Where to find information on new developments relating to regulatory and legislative requirements
- K4 When to review regulatory and legislative requirements with the management team
- K5 How to ensure regulatory and compliance training is delivered, and how to schedule this training as required
- K6 How to check the team's understanding of relevant regulatory and legislative requirements
- K7 Which records are required to be maintained by legislation and/or regulations
- K8 Why the team's compliance with regulatory and legislative requirements is ultimately your responsibility, and the consequences of not conveying this message
- K9 What needs to be done prior to inspection or visits from compliance officers
- K10 The criteria by which inspection or compliance visits will take place
- K11 How to deal with any issues raised by inspection or compliance visits, in a way which creates learning points and ensures future compliance
- K12 How to evaluate the team's performance with relation to regulatory and legislative requirements
- K13 How to produce reports on regulatory and legislative requirements, incorporating suggestions for changes and improvements, in a way that management colleagues will understand

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### Scope/range

#### 1 Regulatory and legislative requirements

- 1.1 licensing (including weights and measures, and licensing objectives relevant to the country you operate in)
- 1.2 health and safety (e.g. COSHH, HACCP, risk assessments, Health & Safety at Work Act)
- 1.3 food safety
- 1.4 environmental health
- 1.5 fire regulations
- 1.6 data Protection
- 1.7 trades descriptions
- 1.8 human resources (e.g. permission to work, working time regulations, night-time working, absence management)

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