

Training

Why is training important?

There are a number of reasons why suitable training of food handlers is important:

1. Mistakes when handling food can cause food poisoning. This may result in severe illness or in extreme cases the death of the person who has eaten infected food.
2. Ignorance of hygiene rules can cost money. It can lead to civil claims for compensation from dissatisfied customers, unnecessary wastage of food due to spoilage and fines resulting from legal action where hygiene laws are broken or sub-standard food has been sold. In some cases it can even lead to the closure of food businesses.
3. The **Food Safety (General Food Hygiene) Regulations 1995** require proprietors of food businesses to ensure food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activities.

This means the level of training given should be appropriate for the type of work the food handler is required to do.

Why record training details?

1. Where someone is accused of committing an offence under the Food Safety Act 1990, the principal defence available to them is one of **due diligence**. This requires that they prove they "**took all reasonable precautions and exercised all due diligence to avoid committing the offence**". Written records would be considered extremely important when trying to establish a defence in cases where adequacy of training was an issue.
2. Even though written records are not necessarily a legal requirement, they clearly demonstrate that measures are in place to ensure staff can recognise food safety hazards and how they should control them to prevent things going wrong.

What type of training is appropriate?

The law requires that all staff handling food be properly supervised and instructed and that training should be appropriate for the work being undertaken. The table opposite is designed to give guidance on what level of training is appropriate for staff involved in various jobs.

Training Level Guide

Category of staff	Job examples	Stage 1	Stage 2	Stage 3	
		Essential information	Hygiene awareness	Formal training	
				Level 1	Level 2 & 3
		Before starting work	Within 1 month	Within 3 months	Where appropriate
A Handle low risk or wrapped food only.	Storeman Shop assistant Bar person Server assistant Food delivery Cellarman Waiter / Waitress	√	√		
B Prepare open food, high risk food.	Chef Cook Kitchen assistant Bar staff (who prepare food)	√	√	√	
C Handlers who have supervisory duties.	Managers Supervisors	√	√	√	√

What do you mean by stages 1, 2 and 3?

The table over the page gives some idea of what should be included at each of the stages. The list is not intended to cover every situation as different businesses will have different training needs, but it may help you get started.

Suggested areas to be covered at each training level		
Stage 1	Stage 2	Stage 3
Essential information	Hygiene awareness	Formal training Level 1
Before beginning work staff should receive written or verbal instruction in the following:	Training should be given within 1 month of commencing employment in the following:	To be given within 3 months to handlers of high risk, open foods:
<ul style="list-style-type: none"> • What is appropriate clothing. • Hand Washing – before handling food after handling waste or raw food after going to the toilet after breaks after coughing, sneezing, blowing nose etc. • Their legal duty to notify their supervisor of nose, throat, skin infections, bowel or stomach problems and food poisoning symptoms • To ensuring cuts, sores etc. are kept properly covered with coloured, waterproof dressing. • Avoiding smoking, eating, drinking, in food rooms. • Avoiding coughing and sneezing near food. • The dangers of preparing food too far in advance. • Keeping food out of the temperature danger zone, i.e. keeping it very hot or very cold. • Separation of raw and cooked food in preparation and storage. • Reheated food to be piping hot. • Keeping surfaces and equipment clean - “Clean as you go”. • To follow safety instructions on food packaging. <p>Reporting things that are wrong to their supervisor.</p>	<ul style="list-style-type: none"> • The importance the business places on good hygiene practices. • How bacteria can cause illness. • The importance of good personal hygiene, why high standards are needed. • The causes of cross contamination and how it can be prevented. • Correct food storage including temperature control and protection from contamination. • Use of cleaning materials, which are safe to use in what circumstances. • Waste disposal arrangements. • How to prevent foreign body contamination. • Awareness of food pests 	<ul style="list-style-type: none"> • Food poisoning organisms, types and sources. • Simple microbiology, including growth of bacteria, toxins, spores. • Layout and structure of premises. • Personal hygiene, rules and responsibilities. • Common food hazards and control measures. • Prevention of food contamination. • Food poisoning, symptoms and causes. • Cleaning and disinfection. • Legal obligations. • Pest control. • Temperature control.

Who carries out the training?

Stage 1 and 2 training will usually be carried out “in - house” by the proprietor of the business or an appointed senior member of staff such as a supervisor.

Stage 3 training will more usually be done by **an accredited training organisation** although in - house courses of an “appropriate standard” will satisfy the legal requirement even if they are not formally accredited.

- **Level 1** courses will last for about 6 hours and covers the information in the table opposite.
- **Level 2** courses will normally be between 12 and 24 hours in duration.
- **Level 3** courses will usually involve 24 to 40 hours of tuition.

Accredited training courses are run by organisations such as:

- The Chartered Institute of Environmental Health
- The Royal Institute of Public Health and Hygiene
- The Royal Society of Health
- The Royal Environmental Health Institute of Scotland
- Society of Food Hygiene Technology

Contact the Chartered Institute of Environmental Health for a copy of their Consultants and Trainers Directory (tel: 020 79286006). The Royal Borough of Kensington and Chelsea is just one of many organisations which can deliver nationally recognised courses (tel: 020 7341 5606/5282).

How to set up training records

Please read the easy to use step by step guide below

Step 1

In the left hand column on the **Training Record** fill out the names of staff who require training.



Step 2

Decide which staff will require training to Stage 1 and 2 only and put an “x” in their Stage 3 box to indicate this level of training is not required.



Step 3

Carry out Stage 1 training for all existing staff that have not received such training in the past and with any new staff before they begin work. Fill in the date the training was given in the second column.



Step 4

Repeat the process with Stage 2 training.



Step 5

For Stage 3 training (unless there are qualified trainers within the company) organise to send staff on accredited training courses. For new staff this should be within 3 months of taking up employment. On completion enter the date the course was attended.



Step 6

Use the remainder of the Training Record to record any additional training staff have had (including level 2 or 3 training courses) or “refresher sessions” you may organise in - house.

Training Record

Name	Initial training Date training given			Refresher / update training Dates and details of training given		
	Stage 1	Stage 2	Stage 3	Training course 1	Training course 2	Training course 3
Mr V. Rich (owner)	1/4/95	5/10/95	14/2/96	Date: 15/5/96 ----- Details: Stage 3 level 2 - Intermediate Certificate run by Kettering Catering College.	Date: ----- Details:	Date: ----- Details:
Neil E. Dunn (chef)	6/7/85	10/11/85	14/2/96	Date: 26/5/96 ----- Details: Wyre Borough Council Food Safety Seminar on temperature control.	Date: ----- Details:	Date: ----- Details:
Mr J Cloth (kitchen hand)	6/10/95	1/11/95	X	Date: ----- Details:	Date: ----- Details:	Date: ----- Details:
				Date: ----- Details:	Date: ----- Details:	Date: ----- Details:
				Date: ----- Details:	Date: ----- Details:	Date: ----- Details:

Hazard Flow Chart				
For: <i>Pre-cooked meats</i>				
Step	Hazards What can go wrong?	Controls How can I prevent it going wrong?	Monitoring How can I check my control?	Corrective Action What do I do if things are not right?
Preparation e.g. slicing continued	Further contamination - by staff.	Wash hands thoroughly before handling meat. Wear clean clothing	Visual checks. Supervision.	Staff training.
	- by equipment such as slicers, chopping boards etc.	Clean after use with suitable sanitizer or separate equipment for cooked and raw.	Cleaning schedules	Review frequency and materials used.
	- by working surfaces	Clean before use with suitable sanitizer or separate areas for cooked and raw.	Cleaning schedules.	Review frequency and materials used.
	- by other foods	Separate from raw foods e.g. raw meat.	Visual checks.	Staff training
	- by pests	Minimise access by pests by proofing food rooms. Install ultra violet insect exterminators to kill flying insects.	Visual checks. Pest control contract.	Review frequency of visual checks or contractor visits.
↓				
Service/ Display	Growth of bacteria already present.	Keep temperature of meat below 8°C.	Check fridge temperature with a thermometer.	Adjust where necessary.
		Keep display time to a minimum (maximum 4 hours if temperature above 8°C.	Check times of display.	Discard if time exceeded.
	Further contamination: - by staff	Wash hands thoroughly before handling meat. Wear clean clothing.	Visual checks.	Staff training.
	- by customers	Protected from customers by screens/ packaging.	Visual checks	Screen food.
	- by equipment	Separate equipment e.g. tongs used to handle raw and cooked meats. Use colour coded equipment.	Supervision.	Staff training.

