

# Chapter 7 Training

## **7. Introduction**

### **7.1. Delivery of instruction and training**

### **7.2. Language**

### **7.3. Qualifications**

### **7.4. Training records**

### **7.5. Legal requirements for training**

#### **A. Training of food handlers**

#### **B. Training in the application of HACCP principles**

### **7.6. Official control requirements**

#### **Annex 1. Individual training record**

#### **Annex 2. Staff training matrix**

## 7. Introduction

Staff involved in food production are a potential source of microbiological, chemical and physical hazards through poor personal hygiene, behaviour, poor work practices or failures to follow instructions. Staff need clear work instructions, sufficient training and supervision so that they can handle food safely.

Examples demonstrating the importance of training:

<b>Problem</b>	<b>Effect</b>	<b>Possible outcome</b>
Inadequate instruction	Poor personal hygiene by food handlers	Increased chance of contamination of food products by food poisoning bacteria (such as Salmonella)
Insufficient instruction, training or supervision	Unhygienic work practices	
Lack of awareness of the importance of hygiene measures (such as pest control or effective cleaning)	Food safety problems go unreported	
Lack of knowledge of HACCP principles	Ineffective food safety management systems	Food safety hazards identified by the business are not controlled and increased chance of contamination of food products by food poisoning bacteria (such as Salmonella)

## 7.1. Delivery of instruction and training

Attendance on a formal training course is not a legal requirement. The methods of instruction and / or training are for the food business to decide. Structured training should be to a standard that is equivalent to the appropriate level of the National Occupational Standard in Food Safety for the sector. Operators may deliver training in-house or use external resources.

**In-house** - training material may be developed in-house, or by external advisors, while training may be delivered in-house by appropriately qualified staff or by external trainers. In-house training can be adapted to reflect company practices and procedures.

**External** - many further education centres run food hygiene courses, and there are organisations and consultants that will run on- or off-site training courses for meat plant operators. E-learning packages for food hygiene training are also available.

Whichever option is chosen, the trainer should be adequately qualified to deliver the type of training that is required.

## 7.2. Language

For training and instruction to be effective, staff need to understand the material used in training and the instructions they are given. For this reason, consideration must be given to staff who do not speak English as a first language, or who have learning or reading difficulties. Hygiene training course materials are available in a range of languages, and some contain extensive use of visual aids to help overcome such problems.

## 7.3. Qualifications

Attainment of a qualification is not necessary to achieve compliance, but food safety and technical qualifications provide recognised standards of achievement, reassurance to the authorities and to customers and may benefit the individual's professional status.

Scottish / National Vocational Qualifications (S/NVQs) are available for all meat and poultry functions at every occupational level:

- Level 1 – entry level, for those staff that are new or hold little individual responsibility
- Level 2 – operative or craft level
- Level 3 – supervisory management level, for team leaders, section leaders and technical staff
- Level 4 – management

Further information on organisations providing training and resources can be found in 'Useful contacts' in the 'Introduction' chapter.

## 7.4. Training records

Operators need to keep records showing what instruction and training staff need and have received so they are competent to carry out their duties without supervision.

Individual staff records can be used to keep training details for each employee. A staff training

matrix will give an overview of which staff need or who have received induction, job-specific, HACCP or refresher training, who can supervise and who needs supervision.

See 'Annex 1.' for an individual training record, and 'Annex 2.' for a staff training matrix at the end of this chapter.

## 7.5. Legal requirements for training

The following sections set out the training requirements of the regulations that apply to slaughter, dressing and further processing of meat.

### A. Training of food handlers

**L**

#### Legal requirement

#### 852/2004 Annex II Training: Chapter XII point 1

Food business operators are to ensure:

**A1.** That food handlers are supervised and instructed and / or trained in food hygiene matters commensurate with their work activity.

#### A1. Compliance regarding competence levels

- Instruct and / or train food handlers in food hygiene matters commensurate with their work activity.

#### A1. Good practice

Identify the requirements for food safety and hygiene training for each position in the company and how that training will be delivered.

Make sure that new and transferred employee's responsibilities do not exceed their level of food safety competence by assessing their skills against the requirements for their new position and arrange to meet the training need. Previous training and experience can be taken into account, but it is good practice to treat new staff as untrained unless they can provide evidence of previous training – see 'A1. Training records'. Identify the requirements for food safety and hygiene training for each position in the company and how that training will be delivered.

#### A1. Compliance regarding basic training and instruction

- Instruct and / or train food handlers in food hygiene matters commensurate with their work activity.

#### A1. Good practice

Before new staff handle food, give all food handlers (including temporary staff) sufficient induction training and instruction to achieve a basic understanding and awareness of food safety principles and the company's personal hygiene and health procedures.

Soon after starting, staff handling food should be made aware of:

- procedures to keep chemical hazards, such as cleaning materials, from contaminating food
- precautions and checks to avoid physical hazards such as glass or metal from contaminating

food

- sources of microbiological contamination and practices that minimise the spread and growth of bacteria, including cleaning, disinfection and temperature controls
- checks for signs of pests

**Other staff** - staff who may not handle food but need to enter food handling areas, and everyone with hygiene responsibilities, such as quality controllers, storekeepers and production managers, cleaners, site engineers and maintenance staff, should also receive appropriate hygiene training and / or instruction.

### A1. Compliance regarding job-specific training

- Instruct and / or train food handlers in food hygiene matters commensurate with their work activity.

### A1. Good practice

Provide adequate training and / or instruction on the specific tasks that staff are required to perform, as soon as it is practicable to do so. It is recommended that informal training is given within four weeks and any formal training within three months of starting work. Staff must achieve the required standard of hygiene before being left to handle food unsupervised - see 'A.1. Supervision'.

**On-the-job tuition** - by a competent member of staff may be the most effective method of teaching staff the correct hygienic and safe procedures and how to use equipment in such a way as to avoid contamination of meat.

**Staff working in storage, packaging or food dispatch areas** - are likely to need additional training in:

- good housekeeping practices
- temperature controls
- packaging controls
- pest control procedures
- vehicle hygiene

**Staff working with animals** - will need animal handling and welfare training.

Staff responsible for certain tasks must have specific training and certification, for example:

- **Licensed slaughterer** (CoC / WASK licence) - see chapter 11 on 'Acceptance and slaughter of animals'
- **Application of industrial pesticides** - see chapter 6 on 'Pest control' at 'A8. The use of pesticides'

**Supervisors and / or managers** - should have a sufficient level of training to enable them to provide appropriate instruction and supervision of food-handlers and to make decisions based on

sound knowledge of food safety principles and practices.

### **A1. Compliance regarding supervision**

- Supervise food handlers in food hygiene matters.

### **A1. Good practice**

New and inexperienced staff must be supervised until they are competent to handle food safely. Ask staff to demonstrate their knowledge and understanding and observe their behaviour and working practices over a period of time.

The level of supervision required will depend on the nature of the work and the level of staff training and competence. Staff undertaking complex or technical tasks may require constant oversight while learning new skills, while others performing simple, perhaps repetitive, tasks may only need a regular check in case there are queries or problems.

### **A1. Compliance regarding follow-up / refresher training**

- Instruct and / or train food handlers in food hygiene matters commensurate with their work activity.

### **A1. Good practice**

Training / instruction may be needed when there are significant changes in working practices, procedures, equipment or legislation, or if current practices are found to be inadequate. The company food safety training programme may need to be amended to suit changing needs of the business and when problems are identified.

Refresher training is likely to be necessary at least every two or three years depending on job function.

### **A1. Compliance regarding training records**

- Instruct and / or train food handlers in food hygiene matters commensurate with their work activity.

### **A1. Good practice**

Keep a record of each individual's training to show they have received appropriate instruction / training in food hygiene matters commensurate with their work activity.

Include information on:

- trainee's name
- date(s) / duration of training / instruction
- type / level of training
- subjects covered
- confirmation of attendance

- formal outcome (for example, test results, certificate / qualification awarded)

**Skills / training matrix** – it can be helpful to keep an up-to-date staff list noting who has received induction / job specific / HACCP / refresher training and when, so that this information can be seen at a glance. See 'Annex 1.' and 'Annex 2.'



## B. Training in the application of HACCP principles

L

### Legal requirement

#### 852/2004 Annex II Training: Chapter XII point 2

Food business operators are to ensure:

**B1.** That those responsible for the development and maintenance of the required procedures based on HACCP principles, or for the operation of relevant guides, have received adequate training in the application of the HACCP principles.

### B1. Compliance regarding HACCP training

- Make sure that staff responsible for the development and maintenance of the required procedures based on HACCP principles, or for the operation of relevant guides, have received adequate training in the application of the HACCP principles.

### B1. Good practice

Make sure that at least one person in the business has sufficient training in the application of HACCP principles to develop and maintain the HACCP-based procedures in the establishment. See chapter 9 on 'HACCP principles'.

Make sure that other staff (for example, supervisors or managers) with responsibility for maintaining the establishment's HACCP-based food safety procedures have received appropriate training.

All food handlers may benefit from HACCP awareness training to help them understand food safety hazards and the need to operate the establishment's HACCP-based procedures effectively.

Additional information can be found at:

[www.food.gov.uk/business-industry/meat/haccpmeatplants/](http://www.food.gov.uk/business-industry/meat/haccpmeatplants/).

## 7.6. Official control requirements

**L**

### **Legal requirement**

#### **854/2004 Article 4 point 4(e)**

Audits of good hygiene practices shall verify that meat plant operators apply procedures concerning training in hygiene and in work procedures continuously and properly.

#### **854/2004 Article 4 point 5**

Audits by officials of HACCP- based procedures shall verify that meat plant operators apply such procedures continuously and properly...

**Annex 1. Individual training record**

## Individual Training Record

Name:			Start Date:	
Date	Type/Level of training	Subjects covered	Confirmation of attendance	Results etc (if applicable)
Keep completed forms on individual staff files				

**Annex 2. Staff training matrix**

### Staff Training Chart

Enter date that each relevant training element has been completed

Staff Name:											NOTES
<b>Induction</b>											
<b>Job-specific</b>											
<b>Specialist</b>											
<b>HACCP</b>											
<b>Refresher</b>											

CODE FOR NOTES SECTION : ● Training needed    **T** Trainee    **C** Competent    **S** Can supervise