



Guide to Food Safety Training
Level 1 - Induction Skills
and
Level 2 - Additional Skills
for Food and Non-food Handlers
(Food Service, Retail and Manufacturing Sectors)

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About This Guide

Food Safety Training

It is a legal requirement that staff involved in a food environment are trained and/or supervised commensurate with their work activity. The responsibility for the supervision and training of staff lies with the proprietor of the food business.



What is This Guide About?

This guide describes the standard of food safety training required of all workers in your business (food handlers and non-food handlers). It provides information on what employees should be able to do with regard to food safety depending on:

- Their level of responsibility
- Whether they work in a high or low-risk area and
- The length of time they have been working in your food business



To Whom Does This Guide Apply?

This applies to all food handlers and non-food handlers who work in your business (food service, manufacturing and retail) whether they are full-time or part-time members of staff, seasonal or occasional workers or voluntary staff members.

Documents Referred to in This Guide

Where 'relevant standard' is mentioned throughout the guide, it refers to the series of standards published by the National Standards Authority of Ireland (NSAI). These standards are a guide to good hygiene practices in the food industry and are available from the NSAI www.nsai.ie.

A list of additional support documents and materials published by the Food Safety Authority of Ireland (FSAI) is available on the FSAI website www.fsai.ie.



How to Use This Guide

The guide is broken down into two levels (Level 1 and Level 2 – see diagram below). Level 1 specifies the standards expected of employees who have been working for less than three months in your business and Level 2 describes the standards expected of those who have been working for more than three months. These standards are described as **food safety skills** which are simply what the employee must do to ensure that they handle food safely.

Level 1 (Induction)

This level is split into two stages.



Stage I outlines what all employees must be able to demonstrate **before they start handling** food in your premises (pages 5 - 8).



Stage II outlines what all employees must be able to demonstrate **within 1 month** of starting to work in your premises (pages 10 - 15).

Level 2 (Additional Skills)

This covers what employees are expected to demonstrate within:



3-6 months when working in a high-risk area and



6-12 months when working in a low-risk area (pages 18 - 29).

The timings outlined above are given as a guideline only as:

- All skills may not be applicable to all employees
- Time may need to be extended for some employees. It is important that the employee can demonstrate the skill/knowledge required

How Food Safety Skills Are Presented

Food safety skills are presented in table format. The food safety skill - *wear and maintain uniform/protective clothing hygienically* is given as an example below.

This is the actual skill, i.e. what the employee does to show that they are handling food safely.

This section describes how the employee can show that they know and understand how to practise this skill while working in your premises.

This section outlines the resources or support that your employees may need from you to help them demonstrate good food safety practices while working in your premises.

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activity
(1) Wear and maintain uniform/protective clothing hygienically	<ul style="list-style-type: none"> • Understand the reasons for wearing a uniform/protective clothing • Refrain from wearing personal clothing over protective clothing • Wear a clean uniform/protective clothing as instructed • Change protective clothing at least daily and more frequently when required • Refrain from wearing protective clothing outside the premises or when travelling to/from work 	<ul style="list-style-type: none"> • Provide clean protective clothing and ensure laundry facilities are available • Provide staff with adequate changing facilities and lockers where appropriate • Ensure staff wear clean protective clothing/uniform • Instruct employees on correct wearing and cleaning of uniform/protective clothing

• Glossary

The glossary defines keywords contained in the guide.

Level 1, Induction Food Safety Training Skills

Level 1, Induction Food Safety Skills Summary

Level 1, Stage 1 describes the food safety skills required of staff before they handle food in your premises. Even though your staff have had training at this stage, they will require supervision to ensure that they are demonstrating good food safety practices.



Level 1, Stage 1

What employees need to know before starting to handle food in your premises.

The following is a list of the nine food safety skills that your employees should be able to demonstrate before starting to work in your food business:

1. Wear and maintain uniform/protective clothing hygienically
2. Maintain a high standard of hand-washing
3. Maintain a high standard of personal hygiene
4. Demonstrate correct hygiene practice if suffering from ailments/illnesses that may affect food safety
5. Avoid unhygienic practices in a food operation
6. Demonstrate safe food handling practice
7. Maintain staff facilities in a hygienic condition
8. Obey food safety signs
9. Keep work area clean

Further information on these food safety skills is provided in the table on pages 5 to 8.

Level 1, Stage 1 - Table of Food Safety Skills

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(1) Wear and maintain uniform/protective clothing hygienically</p>	<ul style="list-style-type: none"> • Understand the reasons for wearing uniform/protective clothing • Refrain from wearing personal clothing over protective clothing • Wear a clean uniform/protective clothing as instructed • Change protective clothing at least daily and more frequently when required • Refrain from wearing protective clothing outside the premises or when travelling to/from work 	<ul style="list-style-type: none"> • Provide clean protective clothing and ensure laundry facilities are available • Provide staff with adequate changing facilities and lockers where appropriate • Ensure staff wear clean protective clothing/uniform • Instruct employees on correct wearing and cleaning of uniform/protective clothing
<p>(2) Maintain a high standard of hand-washing</p> 	<ul style="list-style-type: none"> • Wash hands using the correct procedure • Wash hands as frequently as necessary and always: <ul style="list-style-type: none"> - Before starting or recommencing work - After using the toilet - Before handling cooked or ready-to-eat foods - After handling or preparing raw food - After handling rubbish - After smoking - After coughing, sneezing, using a handkerchief, blowing the nose, touching the skin, hair or face - After cleaning duties - After shaking hands - After handling money • Take appropriate action if hot water, soap etc. are not available 	<ul style="list-style-type: none"> • Provide hand-washing facilities with adequate requisites (minimum requirement - soap, hot water and paper towels) • Instruct personnel on hand-washing procedure as per relevant standard • Display signs to remind employees to wash their hands. Ideally, these signs should have recognisable symbols and be in several languages as appropriate

Level I, Stage I - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(3) Maintain a high standard of personal hygiene</p>	<ul style="list-style-type: none"> • Keep hair neat and tidy and covered in the presence of food • Wear suitable clean protective clothing • Keep fingernails short and clean, and free of nail varnish • Refrain from wearing inappropriate jewellery • Refrain from wearing excessive perfume, deodorant, after-shave and make-up • Keep cuts, sores and grazes covered with clean conspicuously coloured waterproof dressing • When using gloves, use in a hygienic manner as per relevant standard 	<ul style="list-style-type: none"> • Provide new employees with established rules referring to good personal hygiene practice • Provide an adequately stocked first aid cabinet that is checked regularly • Contents of first aid cabinet should include coloured waterproof dressings (these dressings should also be metal detectable for the manufacturing sector) • Provide gloves and guidelines for their use
<p>(4) Demonstrate correct hygienic practice if suffering from ailments and illnesses that may affect food safety</p>	<ul style="list-style-type: none"> • Report to their supervisor if: <ul style="list-style-type: none"> - Suffering from any ailments/illness (in particular, diarrhoea or vomiting) which may affect the safety of food - They are absent from work due to any ailments / illnesses which may affect the safety of food - They suffered diarrhoea or vomiting while on holidays, especially overseas - Anybody living with them is suffering from ailments / illness that may affect the safety of food • Avoid working near open food if suffering from any ailment or illnesses that may affect the safety of food, in particular, diarrhoea or vomiting 	<ul style="list-style-type: none"> • Inform staff of the importance of reporting ailments and illness that may affect the safety of food in particular, diarrhoea or vomiting • Inform staff of the reporting procedure in place • Ensure staff returning to work after suffering from diarrhoea or vomiting, do not work near food until 48 hours after the symptoms have cleared

Level 1, Stage 1 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(5) Avoid unhygienic practices in a food operation</p>	<ul style="list-style-type: none"> • Never chew gum or consume food in a food operation • Never spit or pick nose in a food operation • Never cough or sneeze over food • Never taste food with fingers • Never handle food after touching face, nose or head 	<ul style="list-style-type: none"> • Provide designated eating area for staff
<p>(6) Demonstrate safe food handling practice</p>	<ul style="list-style-type: none"> • Handle food/utensils as little as possible • Store raw and ready-to-eat products separately/avoid direct contact between raw and ready-to-eat products • Follow the procedure in place for the management of food allergens* • Correct use of colour coding system where provided • Store hot food as per relevant standard • Store cold food as per relevant standard • Store frozen food as per relevant standard • Where appropriate to the job, package food as per relevant standard 	<ul style="list-style-type: none"> • Provide colour coding system in the food operation where appropriate • Increase awareness of correct storage practices using food safety signs • Instruct staff on the procedure in place for the management of food allergens*

* EU listed food allergens - see www.fsai.ie

Level I, Stage I - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(7) Maintain staff facilities in a hygienic condition</p>	<ul style="list-style-type: none"> • Keep locker rooms and other staff areas in a clean condition 	<ul style="list-style-type: none"> • Ensure facilities such as toilets/locker rooms are maintained to a good structural hygiene standard
<p>(8) Obey food safety signs</p>	<ul style="list-style-type: none"> • Be aware of the food safety signs that exist in the workplace • Adhere to the instruction of the food safety signs 	<ul style="list-style-type: none"> • Display food safety signs in the food preparation area as appropriate • Ensure food safety signs are visible
<p>(9) Keep work area clean</p> 	<ul style="list-style-type: none"> • Clean as you go • Follow cleaning programme as instructed • Ensure that the food contact surface is clean before commencing work • Use cleaning agents and cleaning equipment as instructed • Change water used for cleaning when it becomes cool or dirty • Ensure food does not come in contact with cleaning agents • Store cleaning agents in designated storage area 	<ul style="list-style-type: none"> • Have a cleaning programme in place • Provide adequate supplies of cleaning agents, materials and equipment • Provide separate storage area for cleaning chemicals, materials and equipment • Ensure chemicals used are food grade and suitable for the industry • Ensure employees know which chemicals to use and how to use them

Level I, Stage II Food Safety Skills Summary

Having been trained to Stage I before starting work, Stage II provides information on what your employees need to know after they have been working in your premises for a month. Even though your staff have had training at this stage, they will require supervision to ensure that they are demonstrating good food safety practices.



Level I Stage II

What employees need to know within the first month of employment. Note for employees involved in a low-risk activity in your premises that this training may be delivered within three to six months of employment.

The following is a list of the 11 food safety skills to be demonstrated by your employees at this stage:

1. Demonstrate their legal responsibility in ensuring safe food for the consumer
2. Recognise how food can be made unsafe by biological, chemical, physical or food allergen* hazards
3. Demonstrate an understanding of cross-contamination and the hygiene practice necessary to prevent it
4. Explain the difference between high and low-risk activities
5. Avoid unnecessary handling of food, food utensils and surfaces
6. Record the temperature of food as required
7. Keep appropriate food safety records
8. Keep pests out of the food operation and operate a satisfactory waste disposal system
9. Take action when aware of unhygienic practices that may put the safety of food at risk
10. Co-operate with authorised enforcement officers
11. Check deliveries appropriately

* EU listed food allergens - see www.fsai.ie

Further information on these food safety skills is provided in the table on pages 10 to 15.

Level I, Stage II - Table of Food Safety Skills

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(1) Demonstrate their legal responsibility in ensuring safe food for the consumer</p>	<ul style="list-style-type: none"> Follow the food safety instructions from their supervisor/manager Use correct hygienic procedures when working in a food operation Act in accordance with legal requirements 	<ul style="list-style-type: none"> Be aware of relevant legislation Instruct staff in their legal responsibilities in ensuring food safety Ensure hygiene practices of the staff are supervised
<p>(2) Recognise how food can be made unsafe by biological, chemical, physical or food allergen* hazards</p>	<ul style="list-style-type: none"> Define a food safety hazard List possible sources of biological hazards, e.g. bacteria and viruses State the conditions required for bacterial growth List possible sources of chemical and physical contaminants List possible sources of food allergens* Demonstrate how hazards are controlled through following correct hygienic practices 	<ul style="list-style-type: none"> Instruct staff on the food safety hazards relevant to their workplace Ensure controls are in place to prevent, eliminate or reduce any food safety hazard in the food operation to an acceptable level Instruct staff on the correct hygiene practices required to control food safety hazards relevant to their workplace

* EU listed food allergens - see www.fsai.ie

Level 1, Stage II - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(3) Demonstrate an understanding of cross-contamination and the hygiene practice necessary to prevent it</p>	<ul style="list-style-type: none"> • Explain what cross-contamination is and how it can occur • Give examples of what steps are taken to avoid cross-contamination during their work activity • Ensure raw and ready-to-eat/cooked products do not come in direct contact with each other during any stage of the food operation • Use separate storage, preparation surfaces and equipment for raw and ready-to-eat/cooked foods • Correct use of colour coding system to avoid cross-contamination 	<ul style="list-style-type: none"> • Highlight areas where cross-contamination can occur • Ensure segregation of raw and ready-to-eat/cooked foods in each storage area • Use colour coding in the food operation as per relevant standard
<p>(4) Explain the difference between high and low-risk activities</p>	<ul style="list-style-type: none"> • State whether they are involved in a high or low-risk activity • Explain why their activity is high or low-risk 	<p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Provide methods to clearly identify and segregate high and low-risk activities, e.g. by the use of separate utensils, colour coding equipment, different staff clothing
<p>(5) Avoid unnecessary handling of food, food utensils and surfaces</p>	<ul style="list-style-type: none"> • Handle food as little as possible • Use appropriate utensils when handling food • Refrain from unnecessary handling of surfaces with which food comes in contact 	<ul style="list-style-type: none"> • Provide adequate utensils and preparation areas for food handling

Level I, Stage II - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(6) Record the temperature of foods as required</p> 	<ul style="list-style-type: none"> • Use a temperature probe correctly • Know when to probe food products • Know the temperature limits as per relevant standard/current legislation • Record the temperature of foods probed • Contact supervisor if food is outside the required temperature specification 	<ul style="list-style-type: none"> • Where appropriate, provide relevant time-temperature recording sheets and include target temperatures on recording sheets as appropriate • Provide appropriate types of temperature probes and maintain and calibrate as required • Provide an appropriate method of cleaning the temperature probe <p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Increase awareness of time-temperature control in the food operation using food safety signs
<p>(7) Keep appropriate food safety records</p>	<ul style="list-style-type: none"> • Complete food safety records as appropriate to their work area • Contact supervisor if food is outside its specification • Return food safety records to their storage area 	<ul style="list-style-type: none"> • Provide food safety recording sheets as appropriate to each stage of the food preparation chain • Ensure records are up-to-date, signed and dated • Provide specifications for food products <p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Designate a storage area for various food safety records

Level I, Stage II - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(8) Keep pests out of the food operation and operate a satisfactory waste disposal system</p>	<ul style="list-style-type: none"> • Report signs of infestation to supervisor/manager • Place waste into designated containers • Keep waste bins clean • Remove waste daily/more frequently if required • Keep doors and windows closed/screened • Keep waste which is outside the premises covered • Maintain waste storage areas in a hygienic condition • Apply hygiene practices in the storage of food 	<ul style="list-style-type: none"> • Implement a pest control system • Provide sufficient number of suitable waste containers • Implement a procedure for the removal of waste • Allocate designated areas for waste containers and ensure they are separate from food storage and preparation areas • Ensure waste storage areas are kept clean <p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Implement a waste segregation policy

Level I, Stage II - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(9) Take action when aware of unhygienic practices that may put the safety of food at risk</p>	<ul style="list-style-type: none"> • Report to their supervisor when they become aware of practices, signs and conditions that may put the safety of food at risk 	<p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Implement a method of informing staff of dates and problems encountered and the follow-up action taken to prevent a reoccurrence of the problem(s)
<p>(10) Co-operate with authorised enforcement officers</p>	<ul style="list-style-type: none"> • Provide enforcement officers with all reasonable assistance • Provide enforcement officers with the information they may reasonably require 	<ul style="list-style-type: none"> • Brief employees of the role of enforcement officers • Ensure employees are aware of their legal responsibilities in relation to enforcement officers • Ensure employees keep legible records

Level I, Stage II - Table of Food Safety Skills (continued)

<p>Food Safety Skills</p>	<p>How the Employee Demonstrates This</p>	<p>Employer's Supporting Activities</p>
<p>(II) Check deliveries appropriately</p> 	<ul style="list-style-type: none"> • When food is delivered ensure that: <ul style="list-style-type: none"> - Food and non-food items are segregated - It is at the correct temperature - It is free from pest infestation and obvious contamination and is in a good condition - Raw and ready-to-eat/cooked foods are segregated - Packaging of delivered goods is intact and there is no evidence of tampering - Canned food being delivered is not blown, rusty or dented - It is still within the 'use-by' or 'best-before' dates - The delivery personnel behave in a hygienic manner and are hygienically dressed - The delivery vehicle is maintained in a hygienic condition • Follow procedure when food being delivered does not meet the hygienic requirements of the establishment • Transfer accepted deliveries to the correct storage area 	<ul style="list-style-type: none"> • Ensure the delivery area is maintained in a hygienic condition • Provide a delivery checklist which also indicates the temperature requirements of the various food categories being delivered • Have a procedure in place to deal with unhygienic practice at the delivery stage • Have a method/procedure in place to ensure rapid transfer of food into storage • Ensure sufficient personnel cover for early/late deliveries outside working hours • Provide adequate refrigeration capacity • Allocate a quarantine area for non-conforming food • Have a procedure in place for reporting non-conformances

Level 2 - Additional Food Safety Training Skills

Level 2 - Additional Food Safety Skills Introduction

Employees who have completed Level 1 (stages I and II) and are continuing to work in your food business, are required to have additional food safety skills. The timing of this training depends on whether they work in a high or low-risk area. Level 2 consists of 25 skills which should be completed within:



3-6 months if working in a **high-risk area** and



6-12 months in a **low-risk area**.

Level 2 - Additional Food Safety Skills Summary

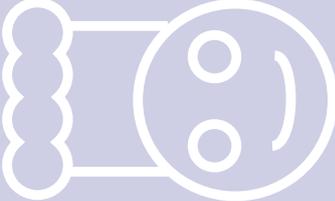


The following is a list of the food safety skills that your employees should be able to demonstrate at this stage:

1. Food safety skills required at Induction Level Stage I and II
2. Outline the requirements necessary for bacterial growth
3. Use time-temperature controls to prevent and control bacterial growth
4. Describe foodborne illness and the factors which contribute to incidences of it
5. Implement the HACCP-based procedures
6. Apply pest control in the workplace
7. Outline their legal food safety responsibilities
8. Use hygienic procedures in receiving deliveries
9. Ensure food safety during storage
10. Ensure food safety during preparation of food
11. Ensure food safety during cooking and cooling of food
12. Ensure food safety during transportation
13. Apply correct and appropriate cleaning procedures in maintaining a clean food operation
14. Ensure the customer is aware of the presence of food allergens* and take reasonable care to prevent cross-contamination of products by food allergens*
15. Follow the procedure for dealing with recalled food products
16. Deal with a food safety complaint effectively
17. Co-operate with food safety auditors
18. Use hygienic procedures when displaying/holding or serving food
19. Deal with returns in a hygienic manner
20. Use hygienic procedures in storing raw/in-process/processed food items
21. Use hygienic procedures in storing ancillary items
22. Apply the required heat treatment
23. Provide correct food information/labelling
24. Where applicable, take samples for laboratory analysis
25. Where applicable, test raw, in-process and/or processed food items to ensure food safety

* EU listed food allergens - see www.fsai.ie

Further information in these food safety skills is provided on pages 18 to 29.

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(1) Food safety skills required at Induction Level Stage I and II</p> 	<p>Demonstrate the food safety skills required at the FSAI's 'Guide to Food Safety Training' Level I Stage I and II - Induction Skills</p>	<ul style="list-style-type: none"> • Ensure employees receives adequate instruction in Induction Level Skills and that they understand their food safety responsibilities • Carry out regular assessment verbally and through observation to reinforce best practice • Give positive/negative feedback on employees hygiene practices

Level 2 - Table of Food Safety Skills

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(2) Outline the requirements necessary for bacterial growth</p>	<ul style="list-style-type: none"> • Explain how time, temperature, moisture and the type of food influence bacterial growth 	<ul style="list-style-type: none"> • Have controls in place to prevent/minimise bacterial growth
<p>(3) Use time-temperature controls to prevent and control bacterial growth</p>	<ul style="list-style-type: none"> • Explain the need for time-temperature controls • Outline the time-temperature controls in place for their particular work activity e.g. transport, delivery, storage, etc. • Record times and temperatures observed while carrying out tasks • Ensure that probes are clean before use • Maintain temperature probe calibration records where appropriate 	<ul style="list-style-type: none"> • Provide appropriate temperature probes, and maintain and calibrate as required • Provide checklists for monitoring time and temperature at each stage of the food operation • Designate an area for storage of all relevant food safety records
<p>(4) Describe foodborne illness and the factors which contribute to incidences of it</p>	<ul style="list-style-type: none"> • Identify the main sources of food poisoning bacteria • Describe the symptoms associated with foodborne illness • Outline the main practices that can give rise to foodborne illness 	

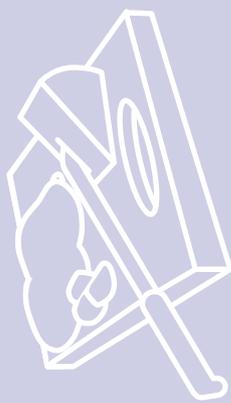
Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(5) Implement the HACCP-based procedures</p>	<ul style="list-style-type: none"> • Describe the potential hazards that are specific to their particular activity • Explain how critical control points are kept under control in their particular work environment • Implement control and monitoring procedures in the food operation as directed by the supervisor • Take corrective action when the critical limits for a critical control point are not met 	<ul style="list-style-type: none"> • Instruct staff on the control and monitoring procedures used on the premises • Ensure food safety checklists for various stages of the process are provided
<p>(6) Apply pest control in the workplace</p>	<ul style="list-style-type: none"> • Outline the importance of pest control • Adhere to procedure to keep pests out of the premises • Report any evidence of suspected or actual infestations to their manager or supervisor • Ensure insect electrocutors are left on permanently • Where appropriate, empty insect electrocutor trays 	<ul style="list-style-type: none"> • Ensure pest control inspection and follow-up is carried out by a competent person • Ensure premises is pest proofed • Have a procedure in place to deal with a pest infestation
<p>(7) Outline their legal food safety responsibilities</p>	<ul style="list-style-type: none"> • Summarise the legal responsibilities of food handlers and proprietors of food operations 	<ul style="list-style-type: none"> • Ensure employees are aware of their legal responsibilities

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(8) Use hygienic procedures in receiving deliveries</p> 	<ul style="list-style-type: none"> • Check deliveries received against documentation as appropriate • Check deliveries using the delivery hygiene checklist • Control hazard(s) that could be present at this stage • Take appropriate action if the food delivered, the delivery vehicle or the delivery personnel pose a risk to food safety • Follow procedure when food packaging (containers, bags, glass, etc) breaks • Keep the delivery area clean • Where appropriate, remove outer packaging from food • Where appropriate, decant food into clean containers and cover • Transfer deliveries to their appropriate storage area as soon as possible 	<ul style="list-style-type: none"> • Ensure delivery vehicle/transport method used is capable of keeping food at the correct temperature • Ensure the delivery area is maintained in a hygienic condition • Provide a delivery checklist which also indicates the temperature requirements of the food categories on delivery <p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Display a notice in the delivery area highlighting the steps to follow when there is non-adherence to the delivery procedures • Display a notice in the delivery area highlighting the steps to be followed when decanting food • Provide appropriate containers in the delivery area for waste packing

Level 2 - Additional Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(9) Ensure food safety during storage</p>	<ul style="list-style-type: none"> • Store food and non-food items separately • Store food in the correct storage area • Ensure food is stored at the correct temperature • Store food within its shelf-life • Ensure food being stored is covered and labelled • Ensure stock rotation in each storage area • Use correct procedure for the storage of rejected goods 	<ul style="list-style-type: none"> • Provide suitable storage containers • Segregate each storage area for various categories of food stored within it • Clearly identify each storage area of the food room • Have a procedure in place to deal with rejected goods <p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Use colour coded stickers for food storage
<p>(10) Ensure food safety during preparation of food</p> 	<ul style="list-style-type: none"> • Handle and prepare raw and ready-to-eat/processed food in separate areas unless the area is cleaned after preparing raw food • Avoid cross-contamination • Adhere to colour coding system if in place • Ensure food is not placed directly under insect electrocutors • Ensure food safety when washing food items • Avoid over-handling food • Use time-temperature controls to prevent and control bacterial growth • Use recommended method of thawing food • Ensure thawed food is not re-frozen • Maintain a clean and hygienic area 	<ul style="list-style-type: none"> • Provide and identify adequate washing facilities as per relevant standard • Provide a procedure for washing food as per relevant standard • Ensure that there are sufficient sinks for washing food which have a supply of potable water • Where thawing is part of the process, provide adequate facilities and operating procedures

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(11) Ensure food safety during cooking and cooling of food</p>	<ul style="list-style-type: none"> • Adhere to hygienic practices to avoid cross-contamination • Avoid over-handling of food • Use potable water for the cooking of food • Use time-temperature controls to prevent and control bacterial growth • Use recommended method of re-heating food • Keep cooked food separate from raw food during cooling • Maintain a clean and hygienic area 	<ul style="list-style-type: none"> • Provide sufficient equipment/utensils for the cooking of food • Provide time-temperature checklists for the cooking and re-heating of food • Provide methods to ensure the quick-cooling of cooked/processed food, e.g. blast chiller
<p>(12) Ensure food safety during transportation</p>	<ul style="list-style-type: none"> • Clean delivery vehicles thoroughly between use, using the correct cleaning procedure • Place food in a clean delivery vehicle • Keep raw food, ready-to-eat food and non-food materials separate • Ensure air is allowed to circulate around food in refrigerated vehicles • Use time-temperature controls to prevent and control bacterial growth at the loading and transport stages 	<ul style="list-style-type: none"> • Provide an appropriate cleaning schedule for delivery vehicles and containers used during transportation • Maintain delivery vehicles in good repair and ensure that they are designed appropriately for the transportation of foodstuffs • Ensure that all vehicles are inspected before loading and provide checklists where appropriate

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(13) Apply correct and appropriate cleaning procedures in maintaining a clean food operation</p>	<ul style="list-style-type: none"> • Distinguish between the removal of dirt and the removal of bacteria from surfaces • Know which chemicals to use when cleaning e.g. detergent, disinfectant, sanitiser etc. • Follow correct procedure when using various chemicals • Ensure that equipment, utensils and work surfaces in the food operation are maintained in a clean condition • Use separate cleaning equipment for toilet areas and areas to which cleaning equipment has been designated to prevent cross-contamination 	<ul style="list-style-type: none"> • Ensure the premises is maintained in a good condition to allow for effective cleaning • Provide a cleaning program, cleaning schedules and the necessary personal protective equipment as appropriate • Provide adequate supplies of cleaning equipment to prevent cross-contamination between areas • Verify the effectiveness of cleaning by inspection and signing of cleaning schedules
<p>(14) Ensure the customer is aware of the presence of food allergens* and take reasonable care to prevent cross-contamination of products by food allergens*</p>	<ul style="list-style-type: none"> • Describe food allergens* and how they affect the consumer • Follow the procedure in place to inform the consumer of the presence of a food allergen* in the product • Follow, as instructed, the procedure in place to prevent cross-contamination of products by food allergens* 	<ul style="list-style-type: none"> • Ensure information regarding food produced using allergens* is provided to the consumer in accordance with the relevant legislation • Identify the food allergens* used in the food operation and potential sources of food allergen contamination to ensure they are included in the food safety management system • Devise a food allergen plan to organise food deliveries, storage, production and cleaning procedures to prevent cross-contamination by food allergens* • Have a system for the recall of any product found to have a food allergen* but where this was not indicated to the consumer

* EU listed food allergens - see www.fsai.ie

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
(15) Follow the procedure for dealing with recalled food products	<ul style="list-style-type: none"> • Follow procedure in place for the withdrawal or recall of unsafe products • Ensure non-conforming products are stored separately from other food products 	<ul style="list-style-type: none"> • Ensure the traceability system operates satisfactorily • Develop a food withdrawal/recall plan to deal with the recall of any unsafe product • Ensure the traceability system is tested and reviewed periodically
(16) Deal with a food safety complaint effectively	<ul style="list-style-type: none"> • Follow procedure in place for food safety complaints in: <ul style="list-style-type: none"> - Dealing with the customer - Reporting the incident to the supervisor/manager - Identifying and storing the food in a designated area - Recording the complaint and the corrective action taken - Co-operate with enforcement officers during an investigation 	<ul style="list-style-type: none"> • Establish a reporting procedure for food safety complaints related to the establishment • Keep a customer complaint record sheet which records the corrective action taken
(17) Co-operate with food safety auditors	<ul style="list-style-type: none"> • Assist personnel carrying out internal audits within the food premises 	<p>Tips for Best Practice</p> <ul style="list-style-type: none"> • Give feedback to employees on the results of audits

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(18) Use hygienic procedures when displaying/holding or serving food</p>	<ul style="list-style-type: none"> • Pre-heat/pre-chill as appropriate the holding/display/service units/plates before use • Ensure sufficient service equipment is provided at the point of service, e.g. service spoons • Separate raw food and ready-to-eat food in the display unit • Use time-temperature controls to control bacterial growth • Record times and temperatures as required • Report any faulty temperature-controlled equipment • Ensure good stock rotation 	<ul style="list-style-type: none"> • Ensure that sufficient display/holding units are provided to allow for segregation of raw food, cooked food and ready-to-eat food • Ensure display/holding equipment is maintained in an efficient working order • Provide checklists and calibrated temperature probes for recording temperatures • Monitor and sign-off on records daily
<p>(19) Deal with returns in a hygienic manner</p>	<ul style="list-style-type: none"> • Remove from shelves, food which has passed its 'use-by' or 'best-before' date or is otherwise unsuitable for sale, and store in a designated area • Store rejected goods in a designated area 	<ul style="list-style-type: none"> • Have a stock control system in place for perishable and dry goods to prevent the use of out-of-date materials • Allocate a clearly identifiable and labelled area for: <ul style="list-style-type: none"> - Returns - Food which has passed its 'use-by' or 'best-before' date or is unsuitable for sale • Have a procedure in place for returns

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(20) Use hygienic procedures in storing raw/in-process/processed food items</p>	<ul style="list-style-type: none"> • Segregate raw and processed foods • Reseal part-used packs • Store in-process material and finished products separate from raw materials 	<ul style="list-style-type: none"> • Provide separate storage areas for raw food, in-process food and finished food items • Provide suitable storage containers and labelling resources
<p>(21) Use hygienic procedures in storing ancillary items</p>	<ul style="list-style-type: none"> • Maintain food utensils and ancillary items in a hygienic condition • Store food contact materials as appropriate • Maintain the cleaning store and the non-food store in a hygienic condition 	<ul style="list-style-type: none"> • Allocate a storage area for: <ul style="list-style-type: none"> - Clean utensils and ancillary items - Food contact materials - Cleaning materials • Include all storage areas in the cleaning schedule

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(22) Apply the required heat treatment</p>	<ul style="list-style-type: none"> • Outline how heat treatment influences the safety of the products being produced • Apply the correct heat treatment to the food for the correct length of time during the food production process • Record the time-temperature applied to foods 	<ul style="list-style-type: none"> • Provide time-temperature recording sheets • Provide food safety signs to remind food handlers of the temperature(s) which must be reached
<p>(23) Provide correct food information/labelling</p>	<ul style="list-style-type: none"> • Explain the importance of a food label • Identify the labelling information which may be required for their food operation • Explain the relevance of the batch code in product traceability • Follow the procedure in place with regard to food information requirements 	<ul style="list-style-type: none"> • Ensure food products are labelled as per relevant legislation requirements including additional product specific labelling • Instruct staff on the procedure in place with regard to the information requirements

Level 2 - Table of Food Safety Skills (continued)

Food Safety Skills	How the Employee Demonstrates This	Employer's Supporting Activities
<p>(24) Where applicable, take samples for laboratory analysis</p>	<ul style="list-style-type: none"> • Follow procedure for taking of samples at appropriate intervals for laboratory analysis • Label and store samples as required 	<ul style="list-style-type: none"> • It is good practice and a legal requirement in some sectors, to develop a programme of tests to verify the safety of raw materials and products, the efficiency of cleaning programmes etc. • Liaise with enforcement officers where necessary, to develop a programme of tests which meets the food safety needs of your food operation • Provide instruction on sampling that ensures that the sample is not damaged or contaminated and is taken at appropriate intervals, i.e. correct sampling techniques • Document the sampling procedure and ensure staff who take samples are trained in the procedure
<p>(25) Where applicable, test raw, in-process and/or processed food items to ensure food safety</p>	<ul style="list-style-type: none"> • Ensure measuring and test equipment are calibrated as per procedure • Follow written procedures in selecting samples and conducting tests • Record results and note any observations made • Inform supervisor if results are outside specified limits and/or if they indicate a potential problem with the food 	<ul style="list-style-type: none"> • Where staff are to conduct tests in-house, agree written procedures, which ensure that samples are taken at appropriate intervals and tests yield reliable results • Provide resources for measuring and test equipment that is easy to use and gives reliable results

Food Safety Training



Food workers require food safety training to ensure that they have the skills required as outlined in this training guide.

To maximise the benefit of training in your business, it is essential that it is implemented in the workplace. This requires the involvement and commitment from management (owner/manager/supervisor), the trainer and the trainee(s) who are key to implementing training in the workplace.



Putting the Training into Practice

Trainees should be given assistance to help them implement the training successfully in the workplace. This can be achieved by using a training application plan.

A training application plan is essentially a written document that describes the steps that trainees need to put into action in order to assist them implement the training in their workplace. The training application plan breaks down what must be done in a step-by-step manner, thereby making it more manageable for the trainee(s) to apply.

An example of a training application plan is provided on page 31.

Sample Training Application Plan

Work with your supervisor to plan putting your training into action

Name: _____ Date: _____

	Trainee's Action Plan	Manager's Action Plan	Completion Date
Personal Hygiene	<ul style="list-style-type: none"> Wash your hands using the correct hand-washing procedure Wear protective clothing 	<ul style="list-style-type: none"> Soap, sink, disposable towel Protective clothing Adequate changing facilities 	<p>Date:</p> <p>Signed by you:</p> <p>Signed by manager:</p>
Cross-contamination	<ul style="list-style-type: none"> Store high risk foods at the correct temperature Keep raw and ready-to-eat foods separate 	<ul style="list-style-type: none"> Separate storage areas for raw and ready-to-eat foods Colour coding system as appropriate, e.g. utensils, clothing, equipment etc. 	<p>Date:</p> <p>Signed by you:</p> <p>Signed by manager:</p>
Food Safety Hazards	<ul style="list-style-type: none"> Know the biological, chemical, physical and food allergen* hazards associated with your job activity Demonstrate how hazards can be controlled 	<ul style="list-style-type: none"> Controls in place to prevent, eliminate or reduce hazards in the food operation 	<p>Date:</p> <p>Signed by you:</p> <p>Signed by manager:</p>

* EU listed food allergens - see www.fsai.ie

The Role of Management, the Trainer and Trainee(s) in the Implementation of Training

The table below outlines the role of management, trainer and the trainee(s) before, during and after training.

	Before Training	During Training	After Training
Management (Owner/Manager/Supervisor)	<ul style="list-style-type: none"> • Understand the importance of food safety training • Meet with the trainee(s) and explain about the training that they will receive • Meet with the trainee(s) and set their training goals • Ensure the trainer has appropriate qualification/ experience to provide training 	<ul style="list-style-type: none"> • Protect trainee(s) from interruptions, e.g. phone calls 	<ul style="list-style-type: none"> • Demonstrate good food safety practices • Encourage employees to implement training • Provide resources to assist the trainee(s) implement the training
Trainer	<ul style="list-style-type: none"> • Familiarise themselves with the food business training needs • Inform management of the course objectives 	<ul style="list-style-type: none"> • Deliver training that is relevant to the food business and trainee(s) training need(s) • Encourage trainee(s) to participate in the training programme • Develop realistic training application plans with trainee(s) for transferring learning 	<ul style="list-style-type: none"> • Liaise with management and trainee(s) to ensure that the training is being implemented in the workplace
Trainee	<ul style="list-style-type: none"> • Understand that food safety training will assist them to produce safe food for the consumer • Meet with management and agree training goals 	<ul style="list-style-type: none"> • Participate in training • Develop realistic training application plans with trainer transferring learning 	<ul style="list-style-type: none"> • Implement and apply new skills outlined in the training application plan

Adapted from Transfer of Learning - A Guide for Strengthening the Performance of Health Care Workers, Harber and Sullivan *et al*, (March, 2002)

Assessing Training in the Workplace

Finally, training should be assessed to ensure that the employee is implementing it correctly. This can be achieved by using checklists which act as an on-going monitoring system to ensure that skills are being applied. Sample checklists for the skills outlined in pages 5-29 are provided on pages 34-37.



Food Safety Training Level I, Stage I Checklist

Employees Name: _____ Start Date: _____

Food Safety Skills	Competent
1. Wear and maintain uniform/protective clothing hygienically	<input type="checkbox"/>
2. Maintain a high standard of hand-washing	<input type="checkbox"/>
3. Maintain a high standard of personal hygiene	<input type="checkbox"/>
4. Demonstrate correct hygiene practice if suffering from ailments/illnesses that may affect food safety	<input type="checkbox"/>
5. Avoid unhygienic practices in a food operation	<input type="checkbox"/>
6. Demonstrate safe food handling practice	<input type="checkbox"/>
7. Maintain staff facilities in a hygienic condition	<input type="checkbox"/>
8. Obey food safety signs	<input type="checkbox"/>
9. Keep work areas clean	<input type="checkbox"/>

(Supervisor's/Manager's Signature)

(Date)



Food Safety Training Level I, Stage II Checklist

Employees Name: _____ Start Date: _____

Food Safety Skills	Competent
1. Demonstrate their legal responsibility in ensuring safe food for the consumer	<input type="checkbox"/>
2. Recognise how food can be made unsafe by biological, chemical, physical or food allergen* hazards	<input type="checkbox"/>
3. Demonstrate an understanding of cross-contamination and the hygiene practice necessary to prevent it	<input type="checkbox"/>
4. Explain the difference between high and low-risk activities	<input type="checkbox"/>
5. Avoid unnecessary handling of food, food utensils and surfaces	<input type="checkbox"/>
6. Record the temperature of food as required	<input type="checkbox"/>
7. Keep appropriate food safety records	<input type="checkbox"/>
8. Keep pests out of the food operation and operate a satisfactory waste disposal system	<input type="checkbox"/>
9. Take action when aware of unhygienic practices that may put the safety of food at risk	<input type="checkbox"/>
10. Co-operate with authorised enforcement officers	<input type="checkbox"/>
11. Check deliveries appropriately	<input type="checkbox"/>

* EU listed food allergens - see www.fsai.ie

(Supervisor's/Manager's Signature)

(Date)



Food Safety Training Level 2 Checklist

Employees Name: _____ Start Date: _____

Food Safety Skills	Competent
1. Food safety skills required at Induction Level Stage I and II	<input type="checkbox"/>
2. Outline the requirements necessary for bacterial growth	<input type="checkbox"/>
3. Use time-temperature controls to prevent and control bacterial growth	<input type="checkbox"/>
4. Describe foodborne illness and the factors which contribute to incidences of it	<input type="checkbox"/>
5. Implement the HACCP-based procedures	<input type="checkbox"/>
6. Apply pest control in the workplace	<input type="checkbox"/>
7. Outline their legal food safety responsibilities	<input type="checkbox"/>
8. Use hygienic procedures in receiving deliveries	<input type="checkbox"/>
9. Ensure food safety during storage	<input type="checkbox"/>
10. Ensure food safety during preparation of food	<input type="checkbox"/>
11. Ensure food safety during cooking and cooling of food	<input type="checkbox"/>
12. Ensure food safety during transportation	<input type="checkbox"/>
13. Apply correct and appropriate cleaning procedures in maintaining a clean food operation	<input type="checkbox"/>



Food Safety Training Level 2 Checklist

Employees Name: _____ Start Date: _____

Food Safety Skills	Competent
14. Ensure the customer is aware of the presence of food allergens* and take reasonable care to prevent cross-contamination of products by food allergens*	<input type="checkbox"/>
15. Follow the procedure for dealing with recalled food products	<input type="checkbox"/>
16. Deal with a food safety complaint effectively	<input type="checkbox"/>
17. Co-operate with food safety auditors	<input type="checkbox"/>
18. Use hygienic procedures when displaying/holding or serving food	<input type="checkbox"/>
19. Deal with returns in a hygienic manner	<input type="checkbox"/>
20. Use hygienic procedures in storing raw/in-process/ processed food items	<input type="checkbox"/>
21. Use hygienic procedures in storing ancillary items	<input type="checkbox"/>
22. Apply the required heat treatment	<input type="checkbox"/>
23. Provide correct food information/labelling	<input type="checkbox"/>
24. Where applicable, take samples for laboratory analysis	<input type="checkbox"/>
25. Where applicable, test raw, in-process and/or processed food items to ensure food safety	<input type="checkbox"/>

* EU listed food allergens - see www.fsai.ie

(Supervisor's/Manager's Signature)

(Date)

Glossary

'Best-before' date	Date mark required on longer life foods that are <u>not</u> subjected to microbiological spoilage if kept in the correct storage conditions
Cleaning	The removal of soil, food residues, dirt, grease and other undesirable debris
Contamination	Presence of microorganisms or their by-products, chemicals and or foreign bodies, at a level sufficient to cause a potential health hazard
Core temperature	The temperature found at the centre of the thickest part of a piece of food
Corrective action	The action taken when the monitoring of a critical control point indicates a potential loss of control, or when a critical limit is not met
Critical Control Point	A step in which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level
Cross-contamination	The transfer of harmful or potentially harmful microorganisms (usually bacteria) or food allergens from contaminated surfaces or foods to other foods either by hand, physical contact, air or contact with food preparation surfaces or food utensils
Danger zone	The temperature range within which the greatest multiplication of bacteria is possible (between 5°C and 63°C)
Enforcement Officer	Authorised officer appointed to enforce relevant legislation e.g. environmental health officers, sea fisheries protection officers, veterinary inspectors, dairy produce inspectors
Food	Any substance or product, whether processed, partially processed or unprocessed, intended to be, or reasonably expected to be ingested by humans. It includes drink, chewing gum and any substance, including water, intentionally incorporated into the food during its manufacture, preparation or treatment
Food allergen	Any substance, usually a protein, capable of inducing an allergy. Information regarding food produced using one or more of the EU listed food allergens must be provided to customers in accordance with the relevant legislation
Food handler	Any person who handles or prepares food whether open (unwrapped) or packaged, even if physical contact is only a small part of their work

Food hygiene	All measures necessary to ensure the safety and wholesomeness of food during preparation, processing, manufacture, storage, transportation, distribution, handling and offering for sale or supply to the consumer
Food safety records	Written and/or electronically documented evidence of food safety procedures followed at a stated time-period
HACCP	Hazard Analysis and Critical Control Point: A system which identifies, evaluates and controls hazards which are significant to food safety
Hazard	The potential to cause harm. Hazards may be biological, chemical, physical or a food allergen
High-risk activity	Activities where high-risk ready-to-eat foods are prepared and where the potential exists to put vulnerable groups (infants, the frail elderly, pregnant women and the sick) or large numbers of consumers at serious risk
High-risk food	Food which supports the growth of harmful and potentially harmful micro-organisms and which will not be subjected to any further heat treatment or processing which would remove or destroy such micro-organisms, prior to consumption, i.e. ready-to-eat foods, for example: <ul style="list-style-type: none"> • Shellfish, cooked and raw • Fish, cooked and raw • Raw meat such as beef tartar • Cooked meat and meat products • Cooked poultry and poultry products • Cook-chill and cook-freeze meals • Milk and milk products • Egg and egg products • Cooked rice • Foods containing the above as ingredients
Insect electrocutor	Electronic equipment to control flying insects, usually by means of UV lamps and a high voltage grid. This equipment is also referred to as an electronic fly killer (EFK) or by the tradename insectocutor
Labelling	Any words, particulars, trademarks, brand name, pictorial matter or symbol relating to a food and placed on any packaging, document, notice, label, ring or collar accompanying or referring to such food

Low-risk activity	Activity where the potential to cause harm to consumers is low
Monitoring	The systematic observation, measurement and/or recording of the significant factors for control of a hazard
Non-conforming product	Product which does not meet the required standard or specification
Non-food handler	A person involved in a food business whose duties and responsibilities can impinge on food safety
Potable water	Water intended for drinking, cooking, food preparation and food production in compliance with the relevant legislation
Probe	Part of temperature measuring equipment that can be inserted between packs or into product to obtain temperature reading
Ready-to-eat foods	Foods that have already gone through most or all of their preparation steps. There will be a high-risk if these are contaminated or allowed to deteriorate because there are no further preparation steps to control the hazard, e.g. cooked meat and poultry, pates, meat pies, cooked meat products e.g. gravy and stock, milk, cream, custards and dairy produce, shellfish and other seafood (cooked or intended to be eaten raw), cooked rice and cooked eggs and products made with eggs, prepared salads, fruit and vegetables, soft cheeses etc
Risk	The probability of a hazard occurring
Stock rotation	The practice of moving (rotating) food stocks so that stocks with the closest approaching 'use-by' or 'best-before' date are used first
Training application plan	A written document that describes the steps that trainees need to put into action in order to maximise the transfer of training
'Use-by' date	Date mark required on highly microbiologically perishable pre-packed foods. After its 'use-by' date, a food is considered to be unsafe
Waste	Any product, packaging or materials that are unwanted and intended to be disposed of and removed from a food area or premises



Safe Catering Pack - Record Sheets

1. SC1 Food Delivery Records
2. SC2 Refrigeration Records
3. SC3 Cooking Cooling Reheating Records
4. SC4 Hot Hold Display Records
5. SC5 Hygiene Inspection Checklist
6. SC6 Hygiene training Records
7. SC7 Fitness to Work Assessment
8. SC8 All in One Daily Record
9. SC9 Transport and Delivery Records

All the Safe Catering Pack Record Sheets can be downloaded at:
https://www.fsai.ie/food_businesses/safe_catering/records.html



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