



Údarás Sábháilteachta Bia na hÉireann
Food Safety Authority of Ireland



FSAI GUIDE TO
**Food
Safety Skills**

FSAI Guide to Food Safety Skills

Published by:
Food Safety Authority of Ireland
The Exchange, George's Dock, IFSC
Dublin 1, D01 P2V6.

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www.fsai.ie

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Applications for reproduction should be made to the FSAI Communications Unit
ISBN 978-1-80639-000-7

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Scope

The FSAI Guide to Food Safety Skills was developed to assist you to determine the information that should be included during training for employees and management in a food business. The guide allows you to develop your own training course for your staff or refresh your own food safety skills.

The FSAI Guide to Food Safety Skills outlines the food safety skills that should be demonstrated at various stages by employees and managers who work in your food business operation whether they are full-time, part-time, seasonal, occasional or voluntary employees. This should include additional responsibilities employees may take on from time to time e.g. to cover for another colleague. The guide provides information on what employees and managers should be able to do regarding food safety depending on:

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

Food safety training should take place **before an employee handles food** as outlined in Section 3. Level 1: Induction Food Safety Skills (Stage 1).

The skills outlined in Level 1 (Induction Food Safety Skills) and Level 2 (Additional Food Safety Skills) should be demonstrated by managers before they progress onto Level 3 (Food Safety Skills for Management).

Depending on the food operation, not all of the food safety skills outlined in this guide will be relevant. As your organisation is best positioned to determine your business needs, this guide does not attempt to define the exact job specification/responsibilities of employees/managers within your organisation. Familiarise yourself with what applies to your role, and the role of your employees, and keep this in mind as you go through the guide.

You, the food business operator, are responsible for continuously encouraging your staff to practice high standards of hygiene. You should ensure that you are kept informed and up to date with changes in food safety requirements.

Management commitment to food safety is essential as managers have a crucial role in influencing the attitude and actions of staff working in the food environment.

Note: The term “allergens” in this document refers specifically to those 14 food allergens listed in Regulation (EU) No 1169/2011 on the provision of food information to consumers (FIC) which are considered “priority allergens” within the EU.





Structure

The FSAI Guide to Food Safety Skills contains six sections and one appendix as outlined below:



Section 1. Food Safety Training



Section 2. Food Safety Culture



Section 3. Level 1: Induction Food Safety Skills (Stage 1 and Stage 2)



Section 4. Level 2: Additional Food Safety Skills



Section 5. Level 3: Food Safety Skills for Management



Section 6. Resources



Appendix



Food Safety Training

Section 1 outlines the legal requirements of food safety training, its importance, and the responsibilities of the food business operator. It provides information on the instruction and supervision of staff and how to develop a training course using this guide. Types of things to consider include:

- Training methodology
- Training content/materials
- Training plan and training record with an example of how to complete the record.

It addresses the importance of implementing and assessing the effectiveness of training, with an example of how to complete the competency checklists provided in this guide. At the end of this section, there is information on refresher training and assessment of training.

SECTION 2



Food Safety Culture

Section 2 addresses the importance of food safety culture, what it is and how food safety culture encompasses how everyone, including managers and employees, thinks and acts in their job on a consistent basis. It reflects the commitment to food safety at every step and within every role. It outlines why food businesses should have an appropriate food safety culture in place and how to develop it.

A business's food safety culture is a combination of the environment, the attitudes, behaviours, perceptions, beliefs, and priorities around food safety. Food safety culture is important because safe food results from the relationship between the food safety management system, food safety training and the staff within the organisation.

SECTION 3



Level 1: Induction Food Safety Skills

Section 3 sets out the information on Level 1: Induction Food Safety Skills. Level 1 specifies the standards expected of employees who have been working for less than 3 months in your business.

This level is split into two stages:



Stage 1 describes the food safety skills required of employees before they handle food in your premises.



Stage 2 provides information on what your food handlers need to know after they have been working in your premises for a month.

Level 1: Induction Food Safety Skills (Stages 1 and 2) includes the following:

- Food Safety Skills Summary
- Table of Food Safety Skills
- Competency Checklist.

SECTION 4



Level 2: Additional Food Safety Skills

Section 4 sets out the information on Level 2: Additional Food Safety Skills. Level 2 specifies the standards expected of employees who have completed Level 1 (stages 1 and 2), and are continuing to work in your food business and so 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. If they work in a high-risk area this training should be completed within 3 to 6 months and if they work in a low-risk area it should be completed within 6 to 12 months.



Complete within 3 to 6 months if working in a **high-risk area**.



Complete within 6 to 12 months if working in a **low-risk area**.

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.

Level 2: Additional Food Safety Skills includes the following:

- Food Safety Skills Summary
- Table of Food Safety Skills
- Competency Checklist.

SECTION 5



Level 3: Food Safety Skills for Management

Section 5 sets out the information on Level 3: Food Safety Skills for Management. It outlines the food safety skills that should be demonstrated by the manager in the food business. The FSAI Guide to Food Safety Skills Level 1 and Level 2, should be demonstrated by managers prior to progressing onto Level 3: Food Safety Skills for Management.

For the purpose of this guide, the term 'manager' refers to staff who are responsible for the supervision and/or influencing the behaviour of any number of staff in respect of food safety. The number of staff supervised may vary from one upwards and the area of the food business operation can range from one task/area to having ultimate responsibility for the entire operation. This includes all generic terms such as proprietor, manager, supervisor, chargehand etc.

Staff responsible for the development and maintenance of the food safety management system must have received adequate training on the Hazard Analysis and Critical Control Point (HACCP) principles.

Consideration should also be given to the extent to which decisions of managers in other areas of your business, e.g. finance, human resources etc., may affect food safety.

In some instances, you will delegate the day-to-day application of some of these skills to your staff. However, it should be noted that legally, the primary responsibility for food safety lies with the food business operator. Where the application of food safety skills is delegated to staff, you have the obligation to:

- Ensure that they have the necessary skills and authority to carry out these tasks
- Support them by providing encouragement and the necessary resources
- Supervise them where necessary.

Level 3: Food Safety Skills for Management includes the following:

- Food Safety Skills Summary
- Table of Food Safety Skills
- Competency Checklist.

SECTION 6



Resources

Section 6 provides information on the comprehensive range of food safety resources that are available on the [FSAI website](#) that will assist you to help meet the legal requirements of a food business operation and assist with the development and implementation of food safety training.



Appendix

The guide has one appendix, which contains a blank copy of an employee training record which should be used to schedule and record training.



How Level 1 and Level 2 food safety skills are presented


Food safety skills for Level 1: Induction Food Safety Skills and Level 2: Additional Food Safety Skills are presented in table format. The food safety skill (5) in Level 1 (Stage 1) “Avoid unhygienic practices in a food operation” is given as an example below.

Note: Some of the skills throughout the guide have images and graphics included; these are examples only. When you are developing your training content it is best you use an image from your own work environment.

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

This column describes how the food handler can show they know and understand how to practice this food safety skill.

This column outlines the resources and support that your food handlers may need from you to help them demonstrate good food safety practices.

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
5. Avoid unhygienic practices in a food operation 	<ul style="list-style-type: none"> ▪ Understands how personal behaviours can impact food safety ▪ Never consumes food or drinks in food operation areas ▪ Never chews gum in a food operation ▪ Never spits or picks nose in a food operation ▪ Never coughs or sneezes over food ▪ Never tastes food with fingers ▪ Never handles food after touching face, nose, or head ▪ Speaks up if unhygienic practices are observed 	<ul style="list-style-type: none"> ▪ Discuss risks associated with unhygienic practices with staff at meetings ▪ Observe practices and provide feedback/praise as appropriate ▪ Train food handlers on good hygiene practices ▪ Provide designated eating/drinking area for food handlers ▪ Lead by example

How Level 3 food safety skills are presented

Level 3: Food Safety Skills for Management is presented in table format and is split into specific sections. The food safety skill (32) under the Food Safety Management section in Level 3 “Design and implement your procedure for the withdrawal/recall of unsafe food” is given as an example below.

Note: Some of the skills throughout the guide have images and graphics included; these are examples only. When you are developing your training content it is best you use an image from your own work environment.

This column is the actual skill, i.e. what the manager/supervisor does to show they are ensuring the food is safe.

This column breaks the food safety skill into specific management activities.

Food safety skill	How management demonstrates this skill
32. Design and implement your procedure for the withdrawal/recall of unsafe food	<ul style="list-style-type: none"> ▪ A documented procedure for the withdrawal/recall of unsafe food must be in place ▪ All relevant staff are informed of the traceability and withdrawal/recall procedure and their role during a withdrawal/recall of unsafe food ▪ Competent authorities and trade customers are notified in the case of a withdrawal/recall of unsafe food ▪ Consumers are notified in the case of a recall of unsafe food (see Figure 17) ▪ The withdrawal/recall procedure is audited and reviewed periodically



SECTION 1

Food Safety Training

Introduction

It is a legal requirement “that food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity”. The responsibility for the supervision and training of staff lies with the food business operator. Developing a culture of food safety throughout the food business is essential to ensure that staff are aware of the importance of good food safety practices, the controls to be applied and the risks to be managed. For more information on food safety culture, see Section 2.

Those responsible for the development and maintenance of procedures based on HACCP principles or for the implementation of a recognised guide to good practice, must have received adequate training in the application of HACCP principles.

For food safety training to be successful, the FSAI recommends a training approach which proactively encourages the implementation of skills and knowledge in the food business. This requires involvement and commitment from senior management, trainers and trainees. To assist food businesses in meeting their legal obligation, the FSAI, in consultation with industry representatives, authorised officers and training providers, has produced this Guide to Food Safety Skills. The training should be supported by clear procedures, which should be translated as necessary.

Depending on the food business, you may need to place extra emphasis on certain skills that are critical to the role of the food handler.

If an employee is joining your food business from another organisation and has previously completed food safety training, you should assure that the training was appropriate, suitable, and that they can demonstrate the food safety skills outlined in this guide.

Note: The term “food handler” in this document refers to any person who handles or prepares food whether open (unwrapped) or packaged, even if physical contact is only a small part of their work.

Instruction and supervision

Where staff are instructed and supervised, management should ensure responsible, informed supervision of the food operation is always in place. Where the manager/supervisor is present on the premises but engaged in other duties, the employee must be aware that:

- The manager/supervisor is available for consultation
- They can seek the manager/supervisor’s assistance and guidance where necessary.

Those responsible for staff supervision must have the authority and ability to make decisions in relation to food safety and its management, and must have completed Level 3: Food Safety Skills for Management located in Section 5.

Management should ensure there are sufficient competent members of staff to cover all business hours. In businesses where there is only one member of staff, that person must be able to demonstrate competence in food safety commensurate with their work activity.

If the staff member does not have sufficient training/experience in food safety, appropriate, relevant food safety training would need to be externally sourced or have a consultant/food safety trainer to deliver and assess the training.

How to develop a training course using this guide

Once you have read and familiarised yourself with this guide, you will need to develop a training course for staff that is appropriate, relevant and tailored to the needs of the food business and the staff. This should take into account the learning needs of the staff and consider the experience and knowledge of existing staff. The types of things to consider when developing a training course should include:

- Training methodology
- Training content/material
- Training plan.

Training methodology

There are several types of training methods that can be used to deliver training e.g. face-to-face, live virtual, e-learning, or blended learning. The FSAI would recommend a face-to-face approach, as it is very important that the trainer can ensure the training is delivered at the correct level so staff can understand, absorb and implement the knowledge and skills in the workplace.

It is important for the trainer to be comfortable explaining information to people. For instance, something that seems obvious or simple to you may not be clear to a trainee.

It is important to understand how adults learn and to adapt delivery accordingly.

Adults learn:

- If they want and need to
- By linking the learning to past, present or future experience
- By practicing what they have been taught
- With help and guidance
- In an informal and non-threatening environment.



8 rules for training adults

- Content must be relevant to participants
- Use humour in your training, where possible
- Use easy-to-understand language
- Avoid prejudices
- Consider participants' own experience and knowledge
- Training sessions must be interactive
- Respect social rules
- Respect the time.

Training content/materials

The content of the training should be developed based on information relating to the food safety skills outlined in this guide.

Training should be interactive, which may be achieved by:

- Using posters/games/videos or graphics
- Engaging in open discussions such as exercises and group discussions to emphasise key learning points
- Asking questions
- Sharing knowledge or real-life stories from past experiences
- Providing specific examples that are relevant to the training, for example:

When training on handwashing Skill 3 in Induction Food Safety Skills (Stage 1), you will:

- Explain the importance of handwashing
- List when hands should be washed
- Demonstrate in-person how to correctly wash hands using the hand-wash procedure/poster (see Figure 3)
- Explain what can happen if hands are not washed properly e.g. bacteria still present on a person's hand can transfer on to ready-to-eat foods, contaminating the product and causing the consumer to become ill.

Ensure that all staff understand the content of the food safety training (e.g. the training takes account of any language or literacy barriers). By developing a training course that is relevant and specific to your business and staff, it will be easier for staff and management to implement the training. Competency checks should be carried out following training to ensure the food safety skills are being correctly implemented. See the "Implementation and assessing the effectiveness of training" section of this guide for further information.

When you review the food safety skills in this guide you may feel that you need assistance in implementing them in your business. In this case, you may choose to:

- Attend training to provide you with the necessary knowledge
- Seek technical expertise (either in-house or an external consultant).

If external technical expertise is required, managers/supervisors who are working in the food business operation must be involved in the decision-making process and take ownership of the implementation and review of their food safety management procedures.

Training plan

Training needs to be planned so that all staff and all training topics are covered over a defined period. The scheduled training plan can be included in the Employee Training Record available in the Appendix. The required level of training depends on the work carried out, the type of food handled, relevant work experience, and the training received in the past. Non-permanent staff or staff covering annual leave must be trained commensurate with their work activity.



Table 1. The role of management, the trainer and trainee(s) in the implementation of training

Role	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 Ensure employees implement training effectively Provide resources to assist the trainee(s) to 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 Assess training to ensure employees implement the food safety skills effectively
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 learned

Training record

Training records should be retained for each employee. A blank copy of an employee training record is located in the Appendix. Below is an example of how this record should be completed.



Name of the trainee		Position		Signature of the trainer		Date employment commenced	
Employee name: Joe Bloggs		Position: Deli assistant		Date of employment: 30.09.24			
Training information					Competency assessment		
Scheduled training plan/date	Training completed	Date	Trainee (Signature)	Trained by (Signature)	Manager/supervisor (Signature)	Date	Outcome of assessment
Level 1, Stage 1. 01.10.24	Level 1, Stage 1, Induction Food Safety Skills	01.10.24	Joe Bloggs	Mary Smith	Mary Smith	25.10.24	S / RT
Level 1, Stage 1. Skill 3. 27.10.24	Retraining on Skill 3, Maintain a high standard of handwashing	27.10.24	Joe Bloggs	Mary Smith	Mary Smith	31.10.24	S / RT
Level 1, Stage 2. 01.11.24	Level 2, Stage 2, Additional Food Safety Skills	01.11.24	Joe Bloggs	Mary Smith			S / RT
Food Safety Culture. 02.11.24	FSAI Learning Portal, Food Safety Culture Module	02.11.24	Joe Bloggs	Mary Smith			S / RT

Scheduled training plan/date

Training completed

Date of training

Signature of trainee

Complete competency assessment following completion of the Competency Checklist in each Level.

Implementation and assessing the effectiveness of training

Training should be assessed to ensure that the employee is implementing the food safety skills correctly. This can be achieved by using a competency checklist which acts as an on-going monitoring system to ensure that the food safety skills at each level are being applied. Assessing competency includes asking questions to test food safety knowledge, and observing work practices to make sure that operational practices are in line with the food safety skills outlined in this guide.

For example, when an employee is checking the temperature of a food product, ensure they sanitise the probe, insert it correctly into the core of the food, wait until the temperature reading settles, record the temperature and time accurately on the temperature record, know if the recorded temperature is within the correct range for that product, and what action to take if the temperature is not correct. A competency checklist is available for each level of food safety skills within Sections 3, 4 and 5. Below is an example of how to complete the competency checklist. Following the assessment, results can be recorded on the Employee Training Record.

2. Following ongoing monitoring of employee state if they are competent in this skill

4. Insert the date of the competency assessment

6. Signed by the person responsible for completing the competency checklist

Employee name: Joe Bloggs

Start date: 30.09.24

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
1. Maintain a high standard of personal hygiene	Y	N/A	25.10.24	N/A	<i>Mary Smith</i>
2. Wear and maintain protective clothing hygienically	Y	N/A	25.10.24	N/A	<i>Mary Smith</i>
3. Maintain a high standard of handwashing	N	Retraining required on the correct handwash procedure	25.10.24	31.10.24	<i>Mary Smith</i>

1. Lists the food safety skills to be assessed

3. Record what action is required if employee is not fully competent

5. Insert the competency reassessment date following retraining etc.

Refresher training

Following ongoing assessment of the employee's food safety competency, refresher training is required if an employee displays an inability to demonstrate the food safety skills. Refresher training can also be used as an opportunity to broaden and deepen staff knowledge and understanding of food safety.

Refresher/additional training may also be required for other reasons, including:

- If any issues arise and further training is required e.g. incorrect cleaning of equipment
- If there is an area of focus that requires more training e.g. temperature monitoring
- If there is a change in the food business operation e.g. new equipment or change in menu/production process
- If employees are progressing with their career within the food business, they will need additional training e.g. Level 3: Food Safety Skills for Management training.

Food safety training should take place **before an employee handles food** and on an ongoing basis thereafter, for example through:

- Planned formal training
- On-the-job training e.g. practical training on the production floor
- During weekly/monthly staff meetings.

Inspection of training

Inspectors (e.g. environmental health officer, veterinary inspector, sea-fisheries protection officer etc.) may assess food safety training during food safety inspections in a food business. They may observe food handling and operational practices and verify food safety knowledge of staff. They may also request food safety training records, training certificates, as appropriate, or ask about the food safety training that staff have done.



The FSAI encourages a “see something, say something policy” e.g. if an employee/manager sees something incorrect/unsafe happening in the food business operation, then this should be discussed with the employee(s) involved. The risk of the unsafe practice must be explained and understood by the staff member(s).





SECTION 2

Food Safety Culture

Introduction

What is food safety culture?

Despite robust knowledge of how to create safe food, food incidents, outbreaks, and breaches of food law still occur. It is not enough to provide information on how to create safe food, to produce safe food, actions must align with this knowledge and safe food practices (such as those set out in food safety management systems). Food safety culture encompasses how everyone, including managers and employees, thinks and acts in their job on a consistent basis. It reflects the commitment to food safety at every step and within every role.

Food safety culture boils down to “the way we do things around here” when people are and are not watching. It is about how the food safety systems interacts with people to result in safe food. A business’s focus may be to make the best dish or product they can, to have no customer complaints relating to food safety, to have brand pride, to improve internal audit scores, to have 100% completion of weekly records, or to have happy, returning customers. This focus will reflect how things are done. Ultimately these objectives all require an appropriate culture of food safety.

A business’s food safety culture is a combination of the **environment, the attitudes, behaviours, perceptions, beliefs, and priorities around food safety**. The implementation of the food safety culture shall take account of the nature and size of the food business.

Why is food safety culture important?

It is a legal requirement for all food businesses to have an appropriate food safety culture in place. Having an appropriate food safety culture in your food business enhances food safety and reduces risk. By increasing awareness and adopting safe food behaviours, an appropriate food safety culture can act to:

- Help prevent problems that result from unsafe food such as reputational damage and costly product recalls.
- Aid in keeping consumers safe from foodborne illness. This can boost consumer trust and the business success.
- Increase transparency and improve communication for all employees.
- Maintain high standards and regulatory compliance.



Food Safety Culture Approach:

Each business should tailor its approach to its specific needs and challenges – whether it is awareness, behaviour, or their workplace – while still building an appropriate food safety culture.

Food safety culture implementation

How to develop your business's food safety culture?

Regulation (EC) No 852/2004, as amended by Regulation (EU) 2021/382, establishes an obligation for food business operators to establish, maintain and provide evidence of an appropriate food safety culture. It applies to all food business operators involved in production, processing, distribution and retailing of food. Food safety culture complements many of the safe food practices you have already implemented. In this section when the word “must” is used, it indicates a legal requirement.

Regulation (EC) No 852/2004, Annex II, Chapter XIa, Point 3 calls for flexibility in implementation based on the nature and size of the food business and the nature of the product, the ways in which various size businesses establish and maintain their food safety culture will vary. This list is not exhaustive of all requirements, and further information will be provided in the future.

The following are a few guiding principles to establish and implement your business's food safety culture.

1. MANAGEMENT COMMITMENT AND LEADERSHIP

Management must display leadership towards the production of safe food and engage all employees in safe food practices. Leaders play a vital role in shaping the culture of an organisation. Their actions, communication, and decisions set the standard for everyone. Leaders may include management and other food safety representatives in the business. Having food safety representatives at each level provides peer leadership which may set a positive tone and commitment to food safety. This commitment may be demonstrated by setting food safety objectives, or benchmarks and allocating sufficient resources (financial, personnel, time) to reach these.

This step is about “**what do we want to achieve and how do we get there?**”. For example: “We have pride in our business. Our objective is to have happy and healthy returning customers. To do this we want zero foodborne illness complaints”.



“Our objective is happy and healthy returning customers”

2. COMMUNICATION AND AWARENESS

There must be an awareness of food safety hazards and of the importance of food safety and hygiene by all staff. Management must ensure that roles and responsibilities are clearly communicated and that there is open and clear communication between all employees within and between activities.

Awareness of food safety and roles, as well as clear communication, may be established by having multiple types of communication channels. These channels should allow staff to effectively engage in or provide feedback to and should be followed up on to ensure they are effective (for example, these channels may be available in multiple languages to enable engagement from all employees). Such channels can include **meetings, pre-shift briefings, flagging new or potential food safety issues, signage, newsletters, and role-playing practice of skills** following training (such as handling an allergy question, wearing appropriate protective clothing correctly, or handling a complaint). Training and supervision can be an effective way to communicate food safety when developed as specific, relevant and adapted to various roles. Training and supervision ensures everyone understands their role and responsibilities, and the hazards they encounter in their role.



“Our training and communication are effective”

3. ENGAGEMENT

The integrity of the food hygiene system must be maintained. This may be done via employee engagement where employees are encouraged to speak with other staff and management about their role and any concerns they have. Leadership support is important here.

This may also be seen via a **safe reporting culture** and follow-up on all communications so that **staff feel comfortable** to do the right thing and to take corrective actions. This may also be reached by recognition of appropriate behaviour and the celebration of successes.

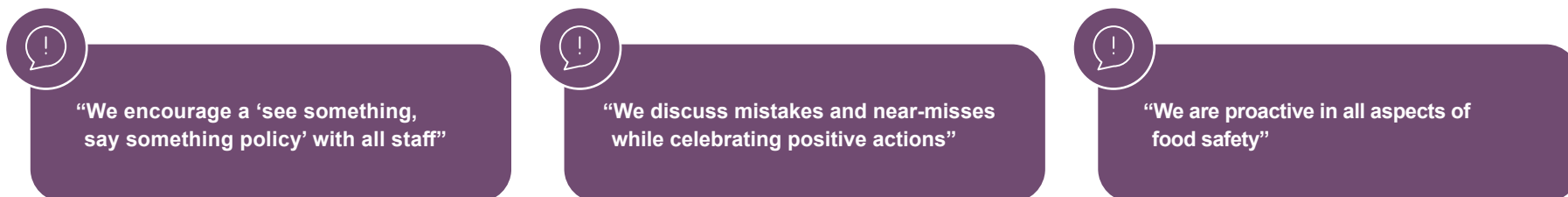
4. MAINTAINING AND VERIFYING

Management must verify that controls are being performed, that documentation is up to date, that appropriate training and supervision are in place, and that the business is compliant with relevant regulatory requirements. This may be achieved via regular audits, root cause analysis when issues arise, and review of the corrective actions and solutions put in place to prevent problems recurring in the future. Maintaining and verifying may also include **checking records, carrying out inspections, observing work practices, and reviewing customer feedback**. Best practice includes a discussion of results with staff.

5. CONTINUOUS IMPROVEMENT

Management must encourage the continuous improvement of the food safety management system and consider developments in science, technology and best practices where appropriate. This may be reached by **assessing audit and inspection outcomes** and **considering feedback** at regular intervals. A cycle of continuous improvement may be introduced while successes are celebrated. **Management should stay up to date with regular reviews**.

Adopting this approach leads to continuous improvement and ultimately makes food safety easier.



Steps to achieve an appropriate food safety culture



* While the process usually begins at leadership level, most steps are occurring simultaneously.

Food safety culture definitions

As seen in the categories outlined in Table 2, there are several definable areas of food safety culture (management, employees, communication, and resources). Table 2 defines these broad areas of food safety culture as well as questions to use to establish, act upon, and follow-up on food safety culture within your business. Many aspects of food safety culture are in play at the same time and fall into multiple categories of the implementation guidelines above. Throughout the rest of the document, you will see food safety culture is embedded throughout the food safety skills.

Much of the food safety culture components fall into the following categories:

- **Knowledge**
Not just knowing the correct actions but understanding why and how they relate to food safety as this helps to make it a default behaviour.
- **Action**
Taking the correct action no matter what and being proactive (speaking up, if needed).
- **Follow-up/feedback/discussion**
Staff and management discuss how things are going and how things can be improved.



Table 2. General principles of food safety culture

Food safety culture term	Definition	Example	Questions
Management	<ul style="list-style-type: none"> Management demonstrates commitment to food safety by consistently talking about and promoting food safety. Management continually sets the tone. Management leads by example and provides sufficient resources. <p><i>These actions are part of management commitment and leadership.</i></p>	Management dedicates time in meetings to discuss food safety expectations and to solve any challenges. All discussed actions are followed up on.	<ul style="list-style-type: none"> Do you know the day-to-day food safety actions taken by your employees? Are you aware of barriers to food safety i.e. correct equipment, available documentation or training, attitudes? How do you demonstrate commitment to food safety culture? How do you talk about food safety? Do you engage with employees in discussing food safety? Do you allow employees to report concerns in a safe way? How do you provide food safety awareness, training and supervision? Do you acknowledge/reward food safety representatives?
Employees	<ul style="list-style-type: none"> Engages in training and apply knowledge to everyday tasks. Reports concerns to appropriate individual such as line leader, supervisor, or manager. Provides input on the integration of culture by sharing thoughts or experience on the front line. <p><i>These actions are part of management commitment and leadership, communication and awareness, engagement, and maintaining and verifying.</i></p>	Employees speak up and act if they see something wrong. For example, observing protective clothing being worn outside of the premises. Employees discuss ways the environment can be improved for food safety.	<ul style="list-style-type: none"> How do you ensure all employees understand the importance of food safety? Do employees understand their role and responsibilities regarding food safety? How do employees engage in the safe production and distribution of food? Do they report food safety concerns? Examples of applying food safety knowledge in daily activities? How do they respond to an incident?

Table 2. General principles of food safety culture (continued)

Food safety culture term	Definition	Example	Questions
Communication	<ul style="list-style-type: none"> There are clear and open communication channels. Communication is timely and frequent. There is a context of “we” within all communications. Recognition, monitoring and evaluation is part of the discussion. There is a follow-up on all feedback received. <p><i>These actions are part of communication and awareness, engagement, maintaining and verifying, and continuous improvement.</i></p>	<p>Food safety, and ways to improve it are discussed regularly in verbal, written, and visual formats.</p> <p>Employees are valued for their ideas.</p>	<ul style="list-style-type: none"> Are roles and responsibilities clearly communicated? Are there appropriate communication channels for everyone? Is communication frequent and timely? How do you follow-up on communications? Are there established targets (such as zero consumer complaints related to foodborne illness)? How are they measured? Are they understood by employees? Are there any examples of staff-management communication/feedback? How are changes to procedures shared and implemented? Follow-up with staff to see how they are finding the changes? Are all compliments and complaints fed back to staff in a positive way? Are staff actively engaging in safe food handling?
Resources	<ul style="list-style-type: none"> Resources are allocated for the food safety program. The program is relevant, has example-based training, and is continuously improved. The physical environment supports food safety, and all staff work to remove barriers to food safety. <p><i>These actions are part of communication and awareness, maintaining and verifying, and continuous improvement.</i></p>	<p>Time and budget are allocated to training. Implementation of training takes place, and any issues are followed up on.</p> <p>Issues are addressed so there is a continuous commitment from management.</p>	<ul style="list-style-type: none"> Is food safety culture part of training? Is the “why” (beyond what the action is) shared in training? Training is reviewed periodically to demonstrate learner engagement and understanding. Does the workplace support a positive food safety culture where everyone works with pride to create safe food. Are resources allocated for food safety? For example, there is proper time and budget allocated to food safety activities e.g. training. Is food safety considered in all decisions? Is there a regular evaluation of food safety culture?

Note: More information and resources on food safety culture (including guidance on legislation, implementation and development plans, toolkits as well as examples and case studies are being developed and will be available on the [FSAI website](#)



SECTION 3

LEVEL 1 (STAGE 1)

Induction Food Safety Skills

LEVEL 1 (STAGE 1)

Induction Food Safety Skills Summary

Level 1 (Stage 1) describes the food safety skills required of employees before they handle food in your premises. Your employees will require supervision to ensure they are demonstrating good food safety practices.



Stage 1 describes the food safety skills required of employees before they handle food in your premises.




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



The following are the nine food safety skills that food handlers should be able to demonstrate before starting to work in your food business:

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



Table of Food Safety Skills

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>1. Maintain a high standard of personal hygiene</p> 	<ul style="list-style-type: none"> Understands the connection between personal hygiene, and food safety risks Wears hair covering where food is exposed to reduce the risk of physical contamination Keeps hair clean and tidy; hairnets and where necessary, beard snoods are worn Wears clean protective clothing (see Figure 1) Keeps fingernails short and clean, and free of nail varnish Does not wear false nails or false eyelashes Does not wear piercings or any jewellery except a plain wedding band Does not wear excessive perfume, deodorant, after-shave or make-up Does not use earbuds Keeps cuts, sores, burns and grazes covered after treatment with a suitable dressing e.g. metal detectable blue plaster When using gloves, uses them in a hygienic manner Discusses any barriers in the environment that hinders good hygiene habits with management (need for lockers etc) 	<ul style="list-style-type: none"> Train food handlers on the rules referring to good personal hygiene practice Discuss why personal hygiene is important and everyone's personal responsibility Lead by example Where possible demonstrate in person how to correctly put on hair coverings Provide a first aid kit with adequate supply of treatments for cuts, grazes and burns, including coloured waterproof dressings (metal detectable for the manufacturing sector) and ensure staff are shown where the first aid kit is located Monitor food safety related behaviours and look for ways to improve (provide signage, lockers for jewellery, training, etc. as appropriate) Recognise good practice Provide gloves and guidance on safe use <div> <p>Gloves are a potential cause of food contamination as they can provide the ideal conditions for growth of microorganisms.</p> <p>If disposable gloves are worn:</p> <ul style="list-style-type: none"> They must be changed as often as hands would be washed They should only be worn for short periods and changed frequently They should not replace handwashing Hands must be washed before and after use </div>

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>2. Wear and maintain protective clothing hygienically</p> 	<ul style="list-style-type: none"> ▪ Understands the reasons for wearing protective clothing and its role in food safety ▪ Always wears clean protective clothing (see Figure 1) ▪ Does not wear personal clothing over protective clothing ▪ Changes protective clothing at least daily and more often if required ▪ Does not wear protective clothing in toilet areas, in the canteen or outside the premises e.g. when travelling to/from work or on breaks ▪ Proactively encourages others to wear protective clothing if something is missing ▪ Discusses any barriers to food safety or issues with management e.g. insufficient protective clothing 	<ul style="list-style-type: none"> ▪ Provide tailored training on why and instruct food handlers on correct wearing and cleaning of protective clothing ▪ Provide clean protective clothing ▪ Ensure food handlers wear clean protective clothing every day. Discuss its importance ▪ Provide food handlers with adequate changing facilities, lockers and signage where appropriate ▪ Management is accessible and receptive to staff for reporting concerns ▪ Recognise all staff feedback as positive and constructive ▪ Where possible, demonstrate in person how to correctly put on protective clothing e.g. dress from head to toe  <p>Figure 1. Example of correct/clean protective clothing</p>

Food safety skill**3. Maintain a high standard of hand-washing****How the food handler demonstrates this skill**

- Knows why washing hands correctly is important and its role in food safety
- Washes hands using the correct hand-washing procedure (see Figure 3)
- Washes hands at designated hand wash sink
- Takes action if hot water, soap, and paper towels are not available
- Knows that disposable gloves do not replace handwashing and must be changed as often as hands are washed
- Speaks up if issues in hand-washing are observed
- Washes hands thoroughly and regularly using non-perfumed soap

These are the times food handlers need to wash their hands:

- Before starting work
- Before entering the food preparation area
- Before and after using disposable gloves
- Before handling unpackaged cooked or ready-to-eat foods
- After handling or preparing raw food
- After handling food containing allergens
- After handling refuse
- After smoking/vaping
- After eating and drinking
- After using the toilet
- After using phone or touch screen devices
- After coughing, sneezing, using a handkerchief, blowing the nose, touching the skin, hair or face
- After cleaning duties
- After shaking hands
- After handling money.

Employer's supporting activities

- Train food handlers on handwashing procedure (see Figure 3)
- Demonstrate in person how to correctly wash hands
- Discuss risks associated with poor handwashing
- Display signs to remind food handlers to wash their hands. Ideally, these signs should have recognisable symbols and be in other languages as appropriate. Check signage regularly to ensure it is still in good condition (e.g. not torn or faded)
- Provide handwashing facilities with non-perfumed liquid soap, hot and cold running water with a mixer or thermostatic control to ensure that water is at a suitable temperature, i.e. will not burn users, paper towels in food prep areas (see Figure 2)
- Observe hand-washing behaviour, provide feedback/additional instruction, and listen to staff feedback as it arises



Figure 2. Example of handwashing facilities

LEVEL 1 (STAGE 1)

How to hand wash

Wash hands when visibly soiled. Otherwise, use handrub with hand sanitiser.

hse.ie/infectioncontrol




Length of time to spend washing: 40-60 seconds



<p>1</p>	<p>2</p>	<p>3</p>	<p>4</p>	<p>5</p>	<p>6</p>
<p>Wet hands with water</p>	<p>Apply enough soap to cover all hand surfaces</p>	<p>Rub hands palm to palm</p>	<p>Right palm over the back of the left hand with interlaced fingers and do same on other hand</p>	<p>Palm to palm with fingers interlaced</p>	<p>Backs of fingers to opposite palm with fingers interlocked</p>
<p>7</p>	<p>8</p>	<p>9</p>	<p>10</p>	<p>11</p>	<p>12</p>
<p>Rotational rubbing of left thumb clasped in right palm and do same on other hand</p>	<p>Rub in a circle with clasped fingers of right hand in left palm do same on other hand</p>	<p>Rinse hands with water</p>	<p>Dry hands thoroughly with a clean towel or single use towel</p>	<p>For non-clinical hand wash basins turn off the tap with a tissue</p>	<p>Your hands are now safe</p>



Figure 3. Step-by-step guide on how to wash your hands

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>4. Demonstrate correct hygienic practice if suffering from any disease or illnesses that may affect food safety</p> 	<ul style="list-style-type: none"> ▪ Understands the connection between illness and food safety ▪ Takes responsibility for their role in food safety ▪ Completes a medical questionnaire prior to employment ▪ Does not work near open food if suffering from any disease or illnesses that may affect the safety of food, in particular diarrhoea or vomiting ▪ Does not return to work until they have been free of vomiting or diarrhoea for at least 48 hours ▪ Completes a return-to-work form following illness <div data-bbox="693 625 1182 1068"> <p>Reports to their manager/supervisor immediately if suffering from any disease or illness:</p> <ul style="list-style-type: none"> ▪ Diarrhoea ▪ Vomiting ▪ Jaundice ▪ Fever ▪ Sore throat with fever ▪ Infected skin lesions (e.g. boil, infected wound) or cuts on exposed body parts (hand, arm, face, neck or scalp), skin disorders such as boils, infected wounds ▪ Pus-containing discharges from the eyes, ears, nose or mouth/gums. </div> <div data-bbox="693 1084 1182 1417"> <p>Reports to their manager/supervisor immediately if:</p> <ul style="list-style-type: none"> ▪ They are absent from work due to any disease/illness which may affect the safety of food ▪ They suffered diarrhoea or vomiting while on holidays ▪ Anybody living with them is suffering from disease/illness that may affect the safety of food. </div>	<ul style="list-style-type: none"> ▪ Follow-up on medical questionnaire and take appropriate action where necessary ▪ Train food handlers on the importance of reporting disease and illness that may affect the safety of food in particular, diarrhoea or vomiting ▪ Ensure staff understand the impact of illness on food safety ▪ Recognise any reporting of illness by staff as positive, and in line with an appropriate food safety culture ▪ Inform food handlers of the reporting procedure in place, monitor compliance and adjust/re-train as needed ▪ Ensure food handlers returning to work after suffering from diarrhoea or vomiting, do not work near food until 48 hours after the symptoms have cleared ▪ Train food handlers on how to complete the return-to-work form ▪ Follow-up on any questions or concerns <div data-bbox="1417 893 1913 1258"> <p>Fitness to work</p> <p>Food handlers should be 'fit to work' at all times. This means that they must not be suffering from, or carrying, an illness or disease that could cause a problem with food safety. People who are not 'fit to work' could spread food poisoning bacteria to food.</p> <p>The food business operator must be satisfied that no food handlers pose a risk to food safety.</p> </div>

LEVEL 1 (STAGE 1)

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>5. Avoid unhygienic practices in a food operation</p> 	<ul style="list-style-type: none"> ▪ Understands how personal behaviours can impact food safety ▪ Never consumes food or drinks in food operation areas ▪ Never chews gum in a food operation ▪ Never spits or picks nose in a food operation ▪ Never coughs or sneezes over food ▪ Never tastes food with fingers ▪ Never handles food after touching face, nose, or head ▪ Speaks up if unhygienic practices are observed 	<ul style="list-style-type: none"> ▪ Discuss risks associated with unhygienic practices with staff at meetings ▪ Observe practices and provide feedback/praise as appropriate ▪ Train food handlers on good hygiene practices ▪ Provide designated eating/drinking area for food handlers ▪ Lead by example
<p>6. Demonstrate safe food handling practice (Including allergens)</p> 	<ul style="list-style-type: none"> ▪ Understands how safe food handling keeps consumers safe ▪ Handles food, equipment and utensils as little as possible ▪ Stores raw and ready-to-eat products separately/avoid direct contact between raw and ready-to-eat products ▪ Follows the procedure in place for the management of allergens (see Figure 4) ▪ Correctly uses colour coding system where provided ▪ Stores hot, cold, and frozen foods at the required temperature ▪ Where appropriate to the job, packages food as required ▪ Asks questions if changes arise (e.g. changes to processes or procedures) ▪ Takes corrective action if something is out of spec (e.g. incorrect labelling, incorrect temperature, etc.) 	<ul style="list-style-type: none"> ▪ Provide colour coding system in the food operation where appropriate, for example to distinguish between equipment used for raw or ready-to-eat foods, or equipment used for specific allergens (e.g. nuts) ▪ Enable correct storage practices with explanatory/descriptive signage (ensure they are understandable and obeyed) ▪ Train food handlers on the procedures in place for the management of allergens and how this keeps consumers safe (see Figure 4) ▪ Observe day to day food handling practices, and provide feedback/praise as appropriate ▪ Discuss in staff meetings safe food handling practices including allergens, and their management <div> <p>Remember</p> <p>By knowing what allergens you have in your business and controlling how you handle them, you can keep your customers safe.</p> </div>

LEVEL 1 (STAGE 1)



Údarás Sábháilteachta Bia na hÉireann
Food Safety Authority of Ireland

Be Food Allergen Aware

Five steps to help you comply with **the law** on declaring the use of food allergens in non-prepacked food for your customers:

1

Declare the use of the 14 food allergens in writing

2

Ensure the allergen information is legible and clear

3

Ensure the allergen information is easily accessible to your customers

4

Ensure the allergen information is up-to-date

5

Monitor your suppliers' allergen information

Food allergens that **must be declared**

Cereals

Cereals containing gluten, namely: wheat (such as spelt and khorasan wheat), rye, barley, oats or their hybridised strains, and products thereof, except:

- a) Wheat based glucose syrups including dextrose
- b) Wheat based maltodextrins
- c) Glucose syrups based on barley
- d) Cereals used for making alcoholic distillates including ethyl alcohol of agricultural origin



Crustaceans

Crustaceans and products thereof.



Eggs

Eggs and products thereof.



Fish

Fish and products thereof, except:

- a) Fish gelatine used as a carrier for vitamin or carotenoid preparations
- b) Fish gelatine or Isinglass used as fining agent in beer and wine



Peanuts

Peanuts and products thereof.



Soybeans

Soybeans and products thereof, except:

- a) Fully refined soybean oil and fat
- b) Natural mixed tocopherols (E306), natural D-alpha tocopherol, natural D-alpha tocopherol acetate, natural D-alpha tocopherol succinate from soybean sources
- c) Vegetable oils derived phytosterols and phytosterol esters from soybean sources
- d) Plant stanol ester produced from vegetable oil sterols from soybean sources



Milk

Milk and products thereof (including lactose), except:

- a) Whey used for making alcoholic distillates including ethyl alcohol of agricultural origin
- b) Lactitol



Nuts

Nuts, (almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia/Queensland nuts) and products thereof, except for nuts used for making alcoholic distillates including ethyl alcohol of agricultural origin.



Celery

Celery and products thereof.



Mustard

Mustard and products thereof.



Sesame seeds

Sesame seeds and products thereof.



Sulphur dioxide and sulphites

Sulphur dioxide and sulphites at concentrations of more than 10mg/kg or 10 mg/litre, expressed as SO₂, e.g. found in burgers, sausages and wine.



Lupin

Lupin and products thereof.



Molluscs

Molluscs and products thereof.



For more information on how your food business can comply with these legal requirements, please visit www.fsai.ie/allergens or contact us at info@fsai.ie





IMPORTANT:

Allergen information regarding “Cereals containing gluten” must specify the type of cereal, e.g. wheat, and “Nuts” must specify the type of nut, e.g. cashew.

Figure 4. The 14 food allergens

LEVEL 1 (STAGE 1)

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>7. Maintain staff facilities in a hygienic condition</p> 	<ul style="list-style-type: none"> Keeps locker rooms and other staff areas in a clean condition Takes corrective action when necessary Reports any concerns or feedback on facilities to management 	<ul style="list-style-type: none"> Listen to and respond to any staff feedback Ensure facilities such as toilets/locker rooms are maintained to a good structural hygiene standard <div> <ul style="list-style-type: none"> A suitable area should be provided for staff breaks/food consumption, separate from the production area. The staff changing facilities should be clean and tidy, should not be used for food consumption or as a smoking area, and should facilitate separation between normal clothing, as well as clean and used personal protective clothing. Staff should not use the toilet cubicle as a changing facility. Separate storage should be provided for clean and soiled protective clothing. Suitable storage should be provided for staff members' personal belongings. </div>
<p>8. Obey food safety signs</p> 	<ul style="list-style-type: none"> Shows awareness of food safety signs in the workplace and knows what each communicates Adheres to the instruction in food safety signs Reports missing or damaged signs to management Gives feedback on design or message to help increase clarity 	<ul style="list-style-type: none"> Display food safety signs in the preparation area as appropriate Ensure food safety signs are visible and understandable by all

Food safety skill

9. Keep work area clean



How the food handler demonstrates this skill

- Understands cleaning procedures for their area
- Cleans as they go
- Follows cleaning programme as instructed
- Ensures that the food contact surface, equipment and utensils are clean before commencing work
- Uses cleaning agents and cleaning equipment as instructed, reports any missing items
- Changes water used for cleaning when it becomes cool or dirty
- Ensures mop buckets are filled and emptied in sluice sink provided
- Rings out mops after use and hangs up head down to dry e.g. using hooks
- Ensures food does not come in contact with cleaning agents
- Stores cleaning agents in designated storage area (see Figure 5)
- Speaks up about any observations in regard to the cleaning programme, standards or feasibility to complete cleaning tasks in the assigned time
- Follows the **six stages** to clean what can and cannot be seen

Six stages of cleaning:

1. Pre-clean
2. Detergent
3. Clean and rinse
4. Disinfectant
5. Rinse
6. Air dry

Employer's supporting activities

- Have a well-designed cleaning programme in place
- Ensure food handlers are given adequate time to clean
- Ensure food handlers understand the processes and review cleaning procedures at regular intervals
- Provide a low-level sluice sink in a cleaning store with hot and cold running water
- Provide adequate supplies of cleaning agents, materials and equipment, including separate materials and equipment for different areas (for example, raw area and ready-to-eat area)
- Ensure chemicals used are food grade and suitable for the cleaning being carried out
- Ensure food handlers know which chemicals to use and how to use them
- Provide separate storage area for cleaning chemicals, materials and equipment (see Figure 5)



Figure 5. Example of a designated area for the storage of cleaning chemicals and equipment

LEVEL 1 (STAGE 1)

Competency Checklist: Level 1 (Stage 1)

Induction Food Safety Skills

Training should be assessed to ensure that the employee is implementing the food safety skills correctly. This can be achieved by using this competency checklist which acts as an on-going monitoring system to ensure that the food safety skills at Level 1 (Stage 1) are being applied.

Note: Use this competency checklist in conjunction with the Level 1 (Stage 1): Table of Food Safety Skills ensuring that the food handler can show that they know and understand how to practice each food safety skill.

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
1. Maintain a high standard of personal hygiene					
2. Wear and maintain protective clothing hygienically					
3. Maintain a high standard of handwashing					
4. Demonstrate correct hygiene practice if suffering from any disease or illnesses that may affect food safety					
5. Avoid unhygienic practices in a food operation					
6. Demonstrate safe food handling practice (including allergens)					
7. Maintain staff facilities in a hygienic condition					
8. Obey food safety signs					
9. Keep work area clean					
Corrective action required (record details of the issue, person responsible, and date actioned):					



SECTION 3

LEVEL 1 (STAGE 2)

Induction Food Safety Skills

LEVEL 1 (STAGE 2)

Induction Food Safety Skills Summary

Having been trained to Stage 1 before starting work, Stage 2 provides information on what food handlers need to know after they have been working in your premises for a month. Even though food handlers have had training at this stage, they will require supervision to ensure they are demonstrating good food safety practices.



This stage provides information on what your food handlers need to know after they have been working in your premises for a month.



What food handlers need to know within the first month of employment

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, equipment and surfaces
6.	Record the temperature of foods and food storage equipment e.g. fridges, chills, freezers, display units, as required

The following is a list of the 12 food safety skills to be demonstrated by your food handlers at this stage:

7.	Keep appropriate food safety records
8.	Keep pests out of the food operation
9.	Operate a satisfactory waste disposal system
10.	Take action when aware of unhygienic practices that may put the safety of food at risk
11.	Co-operate with inspectors/auditors
12.	Check deliveries appropriately

Table of Food Safety Skills



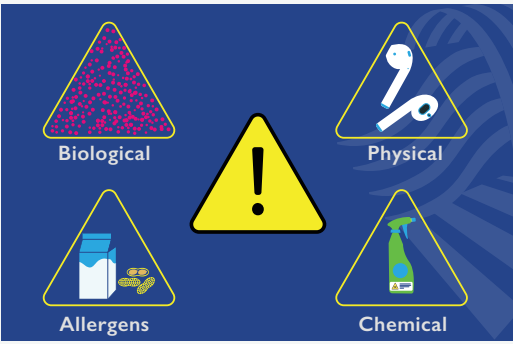
Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
1. Demonstrate their legal responsibility in ensuring safe food for the consumer 	<ul style="list-style-type: none"> Understands their personal role in food safety and possible outcomes of unsafe food to consumers Follows the food safety instructions from their manager/supervisor, ask questions if something is unclear or additional resources are needed Uses correct hygienic procedures when working in a food operation Acts in accordance with legal requirements 	<ul style="list-style-type: none"> Be aware of relevant legislation Train food handlers in their legal responsibilities in ensuring food safety, be accessible for questions and encourage staff to ask questions Provide examples and relevant, effective training for food handlers Ensure hygiene practices of the food handlers are supervised Conduct and record competency tests, take appropriate action as required e.g. additional food safety training Observe practices and provide feedback/praise as appropriate
2. Recognise how food can be made unsafe by biological, chemical, physical or allergen hazards 	<ul style="list-style-type: none"> Defines a food safety hazard (see Figure 6) Knows the physical, chemical, biological and allergen hazards and sources associated with their role Lists possible sources of biological hazards, e.g. bacteria and viruses States the conditions required for bacterial growth Lists possible sources of chemical and physical contaminants List possible sources of allergens (see Figure 4) Demonstrates how hazards are controlled through following correct hygienic practices 	<ul style="list-style-type: none"> Train food handlers on the correct hygiene practices required to control food safety hazards relevant to their workplace and ensure understanding Hold frequent meetings on day-to-day sources of hazards Where possible talk about food safety hazards and risks in daily communications, prioritise safety Ensure controls are in place to prevent, eliminate or reduce any food safety hazard in the food operation to an acceptable level, observe use of controls and respond accordingly

Figure 6. Food Safety Hazards

Food safety skill**3. Demonstrate an understanding of cross-contamination and the practices necessary to prevent it****How the food handler demonstrates this skill**

- Explains the possible outcomes of cross-contamination
- Gives examples of what steps are taken to avoid cross-contamination during their work activity
- Ensures raw and ready-to-eat/cooked products do not come in direct contact with each other during any stage of the food operation
- Uses separate storage, preparation surfaces and equipment for raw and ready-to-eat/cooked foods
- Uses colour coding system correctly to avoid cross-contamination (see Figure 7)
- Takes corrective action when incorrect practices are observed and reports them to their manager/supervisor
- Explains what cross-contamination is and how it can occur during food preparation and within food storage areas

The four types of hazards can be accidentally transferred from items, people, food and surfaces onto other items, food, and surfaces. For example, harmful bacteria are accidentally transferred from raw food to ready-to-eat food, or an allergen gets into another food accidentally during manufacturing or food preparation.

Employer's supporting activities

- Provide relevant, effective training on cross-contamination
- Highlight areas/activities where cross-contamination can occur and how to avoid it
- Ensure segregation of raw and ready-to-eat/cooked foods in each storage area
- Use colour coding in the food operation (see Figure 7)
- Take proactive steps to ensure proper resources are in place (signage, colour coding systems) to prevent cross-contamination
- Observe food handling practices and provide feedback/praise as appropriate

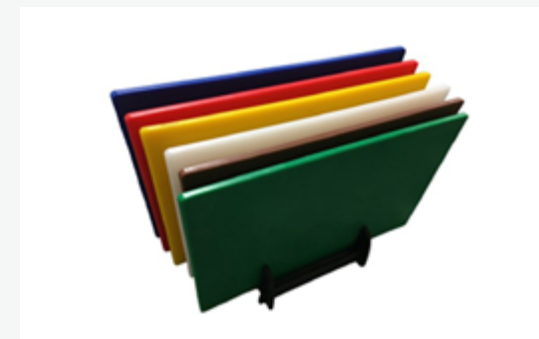



Figure 7. Example of colour coded equipment

LEVEL 1 (STAGE 2)

SECTION 3


Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
4. Explain the difference between high and low-risk activities 	<ul style="list-style-type: none"> States whether they are involved in a high or low-risk activity Explains why their activity is high or low-risk Understands personal responsibility within their role 	<ul style="list-style-type: none"> Provide methods to clearly identify and segregate high and low-risk activities, e.g. using separate utensils, colour coding equipment, different personal protective clothing Provide relevant, effective training for food handlers

High-risk foods include ready-to-eat and raw foods

- Ready-to-eat foods are high-risk because any bacteria they may be carrying won't be killed by any further cooking.
- Raw foods are high-risk foods because any bacteria they are carrying may be transferred onto other foods e.g. raw meats, cheese made from unpasteurised milk.

Low-risk foods include dried food or foods with a lot of sugar or salt

- Examples of low-risk foods include cereals, crackers, biscuits, jam, crisps and coffee granules.

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
5. Avoid unnecessary handling of food, food utensils, equipment and surfaces 	<ul style="list-style-type: none"> Describes food handling within their role Handles food as little as possible Uses appropriate utensils when handling food Avoids unnecessary handling of equipment and food contact surfaces Reports if utensils/equipment are missing or damaged 	<ul style="list-style-type: none"> Provide adequate utensils, equipment and preparation areas for food handling Observe staff behaviours and provide feedback/praise as appropriate

Food safety skill**6. Record the temperature of foods and food storage equipment e.g. fridges, chills, freezers, display unit, as required****How the food handler demonstrates this skill**

- Knows the reasons why temperature control is important
- Knows the temperature limits for safe food handling (see Figure 8)
- Uses a calibrated temperature probe correctly
- Knows how and when to probe food products
- Knows how to record the temperature of foods probed using hard copy record or computerised system whichever is applicable
- Completes records accurately and in real time
- Reports to manager/supervisor if food is outside the required temperature specification, takes and records corrective action
- Speaks up or takes corrective action if temperatures are not being taken or are not taken correctly

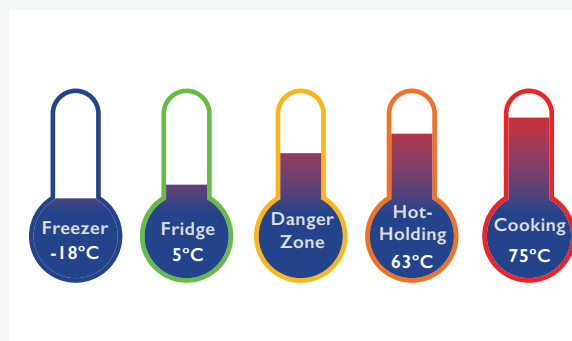


Figure 8. Key temperatures

Employer's supporting activities


- Where appropriate, provide relevant time–temperature records that include target temperatures
- Train food handlers on how to correctly use a temperature probe and wipes and how and when to probe and record the temperature of food
- Where a computerised system is used to monitor temperatures, ensure adequate training is provided
- Provide appropriate temperature probes, maintain and calibrate as required (see Figure 9)
- Provide an appropriate method of cleaning the temperature probe
- Observe temperature checks and take action where necessary
- Observe practices and provide feedback/praise as appropriate
- Increase awareness of time-temperature control in the food operation using food safety signs, ensure they are understood by food handlers

“Calibration is a process of adjusting and checking the accuracy of monitoring devices such as thermometers, scales, and metal detectors”

- A temperature probe is used to gain an accurate reading of the temperature of food.
- Sanitise the probe thoroughly before and after use in order to prevent cross-contamination.
- Insert the probe and wait for the display to stabilise before taking a reading.



Figure 9. Example of a calibrated temperature probe

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>7. Keep appropriate food safety records</p> 	<ul style="list-style-type: none"> ▪ Knows the importance of accurate food safety records ▪ Completes food safety records accurately and in real time ▪ Contacts manager/supervisor if food is outside its specification ▪ Returns food safety records to their storage area 	<ul style="list-style-type: none"> ▪ Implement an appropriate and organised record system ▪ Ensure appropriate food safety record sheets are available for each stage of the food preparation chain ▪ Ensure records are legible, accurate, up-to-date, signed and dated on a regular basis – follow-up as necessary ▪ Provide specifications for food products ▪ Designate a storage area for food safety records and keep for the required length of time ▪ Ensure electronic food safety records are saved/logged and available for inspection ▪ If an issue arises such as power failure or internet outage that disrupts the electronic system, ensure hard copy records are available


Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>8. Keep pests out of the food operation</p> 	<ul style="list-style-type: none"> Understands the different types of pests and the risks they pose to the safety of food <div> <ul style="list-style-type: none"> Pests include rodents, animals, birds or insects that contaminate food either directly or indirectly. Pests can carry numerous diseases and may pose a serious risk to food on-site, causing food spoilage or consumer illness. Food poisoning bacteria can be transferred to food by contact with pests. Pests may also affect the integrity of food packaging as well as structures/equipment in a premises and Can create negative publicity for a food business. </div> Reports signs of infestation to manager/supervisor Keeps doors and windows closed/screened, and reports any damages to structures or concerns about functionality/suitability Practices good house keeping 	<ul style="list-style-type: none"> Implement an effective pest control system and ensure food handlers understand the importance of effective pest control Ensure the premises is in good condition and repair and is pest proofed to keep pests out and prevent potential harbourage and breeding grounds (see Figures 10 and 11) Provide adequate training to ensure food handlers are aware of the different types of pests and signs of infestation Recognise all staff feedback as positive and constructive Observe practices and provide feedback/praise as appropriate <div> <p>Pest proofing includes:</p> <ul style="list-style-type: none"> Covering air vents with fine wire mesh Sealing holes and fitting drain covers Storing food and packaging in sealed containers Ensuring that there are no gaps or spaces in floors, walls, roof, doors and window openings </div>







Figure 10. Example of a door adequately pest proofed with brush strip



Figure 11. Example of a window adequately pest proofed with an insect screen

LEVEL 1 (STAGE 2)

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>9. Operate a satisfactory waste disposal system</p> 	<ul style="list-style-type: none"> ▪ Familiarises themselves with the waste disposal system ▪ Places waste into designated containers ▪ Keeps waste bins clean ▪ Removes waste daily/more frequently if required ▪ Maintains waste storage areas in a hygienic condition ▪ Applies hygienic practices in the storage of food ▪ Takes proactive action if waste is seen stored incorrectly <div> <ul style="list-style-type: none"> ▪ Waste is any unwanted or unusable food, food ingredient, packaging material or other item that is intended to be discarded. ▪ Waste must be controlled to avoid risk of contamination of food, food equipment or work surfaces, and to avoid attracting pests. ▪ Food that is contaminated, has damaged packaging, is out of date or spoiled may contain food poisoning bacteria. ▪ Poor storage or incorrect disposal of waste may cause physical contamination of food and may attract pests. </div>	<ul style="list-style-type: none"> ▪ Provide a sufficient number of suitable waste containers and bins ▪ Implement a procedure for the removal of waste and ensure food handlers understand their role ▪ Allocate designated areas for waste containers and ensure they are separate from food storage and preparation areas ▪ Ensure waste storage areas are kept clean ▪ Respond to staff concerns in a timely manner ▪ Implement a waste segregation policy
<p>10. Take action when aware of unhygienic practices that may put the safety of food at risk</p> 	<ul style="list-style-type: none"> ▪ Reports to their manager/supervisor when they become aware of practices, signs and conditions that may put the safety of food at risk ▪ Takes corrective action as appropriate ▪ Asks questions if a change occurs that is not understood ▪ Communicates to management any suggestions on how food safety could be improved 	<ul style="list-style-type: none"> ▪ Implement a method of informing staff of problems encountered and the follow-up action taken to prevent a reoccurrence of the problem(s) ▪ Discuss any findings from observations with staff at regular intervals ▪ Recognise good practice

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
11. Co-operate with inspectors/auditors 	<ul style="list-style-type: none"> Understands their responsibility in food safety inspections and audits Provides inspectors/auditors with all reasonable assistance Provides accurate and truthful information to food safety inspectors/auditors 	<ul style="list-style-type: none"> Brief food handlers about the role of inspectors/auditors Ensure food handlers are aware of their responsibilities in relation to providing accurate and truthful information to inspectors/auditors Ensure food handlers keep legible records Maintain and keep all records that an inspector/auditor will require Keep all inspection reports or other communication from inspector/auditor Share outcomes of inspections/audits with staff and discuss opportunities for improvement
12. Check deliveries appropriately 	<ul style="list-style-type: none"> Knows their role in accepting deliveries and intake procedures to ensure the standard of deliveries When food is delivered, ensures 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 good condition Raw and ready-to-eat/cooked foods are segregated Allergens are adequately segregated/ packaged to prevent cross-contamination. Packaging of delivered goods is intact and there is no evidence of tampering Canned foods are 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 Follows procedures when food being delivered does not meet the required standards e.g. out of date or damaged products Transfers accepted deliveries to the correct storage area promptly and takes corrective action when required 	<ul style="list-style-type: none"> Ensure the delivery area is maintained in a hygienic condition Establish a regular pattern of deliveries to avoid an ad hoc approach to deliveries. 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 and ensure staff understanding Train food handlers in procedures Ensure sufficient and trained personnel cover for early/late deliveries outside working hours Provide adequate refrigeration capacity, plan in advance for deliveries Allocate a quarantine area for non-conforming food with signage Have a procedure in place for reporting non-conformances

LEVEL 1 (STAGE 2)

Competency Checklist: Level 1 (Stage 2)

Induction Food Safety Skills

Training should be assessed to ensure that the employee is implementing the food safety skills correctly. This can be achieved by using this competency checklist which acts as an on-going monitoring system to ensure that the food safety skills at Level 1 (Stage 2) are being applied.

Note: Use this competency checklist in conjunction with the Level 1 (Stage 2): Table of Food Safety Skills ensuring that the food handler can show that they know and understand how to practice each food safety skill.

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
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, equipment and surfaces					
6. Record the temperature of foods and food storage equipment e.g. fridges, chills, freezers, display units, as required					
7. Keep appropriate food safety records					
8. Keep pests out of the food operation					

LEVEL 1 (STAGE 2)

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
9. Operate a satisfactory waste disposal system					
10. Take action when aware of unhygienic practices that may put the safety of food at risk					
11. Co-operate with inspectors/auditors					
12. Check deliveries appropriately					
Corrective action required (record details of the issue, person responsible, and date actioned):					



SECTION 4

LEVEL 2

Additional Food Safety Skills

LEVEL 2

Additional Food Safety Skills Summary

Employees who have completed Level 1 (stages 1 and 2), 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.



3–6
months

Complete within 3 to 6 months if working in a **high-risk area**





6–12
months

Complete within 6 to 12 months if working in a **low-risk area**


The following are the 25 food safety skills that your food handlers should be able to demonstrate at this stage:

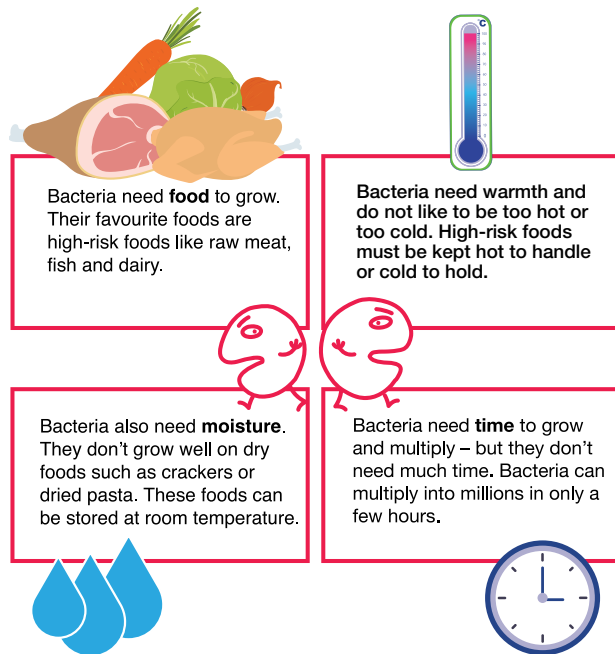
1.	Food safety skills required at Induction Level Stage 1 and Stage 2	13.	Ensure food safety during cooking and cooling of food
2.	Outline their legal food safety responsibilities	14.	Apply the required heat treatment
3.	Outline the requirements necessary for bacterial growth	15.	Apply correct and appropriate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

Table of Food Safety Skills

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
1. Food safety skills required at Induction Level Stage 1 and Stage 2 	<p>Demonstrates the food safety skills required at the FSAI's 'Guide to Food Safety Skills' Level 1 Stage 1 and Stage 2 – Induction Skills</p>	<ul style="list-style-type: none"> ▪ Ensure food handlers receive relevant, effective training 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 food handlers hygiene practices ▪ Follow-up on feedback ▪ Continue to discuss commitment to food safety in staff meetings
2. Outline their legal food safety responsibilities 	<ul style="list-style-type: none"> ▪ Summarises the legal responsibilities of food handlers and owners of food businesses ▪ Asks questions should any unclear changes arise 	<ul style="list-style-type: none"> ▪ Ensure food handlers are aware of their legal responsibilities ▪ Discuss food safety and its importance


LEVEL 2

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
3. Outline the requirements necessary for bacterial growth 	<ul style="list-style-type: none"> Explains how time, temperature, moisture and the type of food influence bacterial growth (see Figure 12) Explains how these factors are relevant within their work context Explains that bacteria are only visible with a microscope, are found everywhere including in our body where they help us digest food, some are harmful (pathogens), and some are useful to produce products such as cheese and yogurts Reports concerns and any observations that may result in food safety improvement 	<ul style="list-style-type: none"> Provide relevant, effective training for food handlers Have controls in place to prevent/minimise bacterial growth Observe and follow-up on the implementation of controls






Bacteria are tiny living organisms which are found everywhere in our environment/surroundings. They can only be seen with a microscope and if harmful/pathogenic bacteria are present in food, they may cause food poisoning.

Figure 12. Conditions needed for bacterial growth

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>4. Use time-temperature controls to prevent and control bacterial growth</p> 	<ul style="list-style-type: none"> Explains the need for time-temperature controls Outlines the time-temperature controls in place for their work activity e.g. transport, delivery, storage, etc. Records times and temperatures observed while carrying out tasks Completes records accurately and in real time Ensures that probes are clean before and after use Maintains temperature probe calibration records where appropriate Takes action when observing that temperature controls are not being used or are not working as intended Explains the importance of storing food out of the danger zone to prevent and control bacterial growth <div data-bbox="688 737 1184 909"> <p>Remember</p> <p>Bacteria are most active between 5 °C and 63 °C</p> </div>	<ul style="list-style-type: none"> Provide appropriate temperature probes, and maintain and calibrate as required Provide records for monitoring time and temperature at each stage of the food operation Ensure food handlers are competent in taking and recording temperatures Provide relevant, effective training if an electronic system is used to monitor temperatures Designate a storage area for food safety records and keep for the required length of time Review records regularly

LEVEL 2

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>5. Describe foodborne illness and factors which contribute to incidences of it</p> 	<ul style="list-style-type: none"> Identifies the main sources of food poisoning bacteria Describes the symptoms associated with foodborne illness Outlines the main practices that can give rise to foodborne illness Understands their role and responsibility in food safety Takes proactive actions to prevent foodborne illness and treats food safety as top priority Outlines that pathogens are more likely to result in serious consequences in vulnerable consumers (older adults, infants, pregnant women, immunocompromised) 	<ul style="list-style-type: none"> Provide relevant, effective training for food handlers Discuss food safety at regular intervals to show commitment Recognise all staff feedback as positive and constructive
<p>6. Implement the Hazard Analysis and Critical Control Point (HACCP)-based procedures</p> 	<ul style="list-style-type: none"> Describes the potential hazards (microbiological, chemical, physical, and allergenic) that are specific to their activity and understand their role in risk reduction Explains how critical control points are kept under control in their work environment Implements control and monitoring procedures in the food operation as directed by the manager/supervisor Takes corrective action when the critical limits for a critical control point are not met 	<ul style="list-style-type: none"> Ensure food handlers with responsibility in the development, implementation and maintenance of HACCP receive relevant, effective training in HACCP Train food handlers on the control and monitoring procedures used on the premises Ensure food safety records for various stages of the process are provided Review records regularly

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
7. Apply pest control in the workplace 	<ul style="list-style-type: none"> ▪ Outlines the importance of pest control and the impacts of pests on food safety ▪ Adheres to procedure to keep pests out of the premises ▪ Reports any evidence of suspected or actual infestations to their manager/supervisor ▪ Ensures insect electrocutors are left on permanently ▪ Where appropriate, empty insect electrocutor trays ▪ Reports any structural or hygiene concerns which could lead to potential pest control issues ▪ Removes internal waste on a regular basis ▪ Keeps lids closed on external waste bins and area kept tidy (see Figure 14) 	<ul style="list-style-type: none"> ▪ Ensure a preventive pest control programme is implemented, and follow-up is carried out by a competent person ▪ Ensure premises is pest proofed, and staff understand the controls in place (see Figures 11, 12 and 13) ▪ Have a procedure in place to deal with a pest infestation

Good housekeeping

Ways of preventing food from being contaminated by pests include:

- Check deliveries thoroughly to make sure there are no visible signs of damage caused by pests.
- Reject deliveries that show signs of pests e.g. gnawed packaging.
- Keep premises and waste areas clean and pest proof.
- Appropriately cover food that is being defrosted or cooled while awaiting preparation.
- Dispose of food waste in appropriate sealed containers.
- Store food off the floor and away from walls.
- Store food in sealed containers where possible.
- Keep doors closed.
- Ensure that bins have close-fitting lids and are easy to clean.
- Make sure that external walls are kept tidy and free from weeds.
- The grounds around the food premises should be kept clean, uncluttered and well maintained.
- Remove unused or obsolete equipment including pallets and packaging.
- Ensure unused rooms/areas are kept clean and properly maintained.



Figure 13. Example of keeping door closed

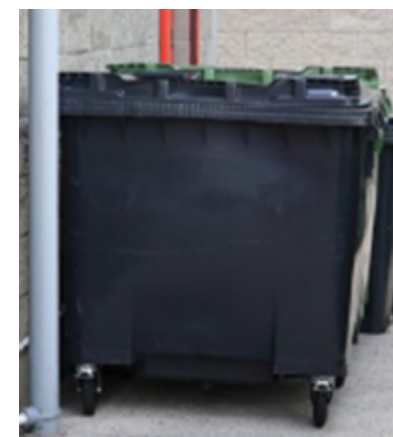












Figure 14. Example of a closed bin and clean grounds



Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>8. Use hygienic procedures in receiving deliveries</p> 	<ul style="list-style-type: none"> Checks food is supplied by suitable suppliers (approved/registered) Checks deliveries received against documentation as appropriate Checks deliveries using the delivery hygiene checklist and reports discrepancies Checks and records temperature of hot, chilled and frozen food products Controls hazard(s) that could be present at this stage Takes appropriate action if the food delivered, the delivery vehicle or the delivery personnel pose a risk to food safety Follows procedure when food packaging (containers, bags, glass, etc.) is damaged Keeps the delivery area clean Where appropriate, removes outer packaging from food Where appropriate, decants food into clean containers and cover, and labels with allergen information and date Transfers deliveries to their appropriate storage area as soon as possible Completes the goods-inwards record accurately and in real time <div> <p>Six steps involved to ACCEPT a delivery:</p> <p>A – Arrive on time C – Check the delivery person and vehicle C – Check for cross-contamination E – Examine the dates and packaging P – Probe the temperature T – Transfer to storage immediately</p> </div>	<ul style="list-style-type: none"> Ensure delivery vehicle/transport method used keeps 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 for different food categories, and ensure its understood and properly used Display a notice in the delivery area highlighting the steps to follow when there is non-compliance 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 Discuss any non-conformances with staff and suppliers where necessary




Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>9. Ensure food safety during storage</p> 	<ul style="list-style-type: none"> Knows the systems in place for safe storage of food Stores food and non-food items separately Stores products/ingredients containing allergens separately from other food products (see Figure 15) Stores food in correct storage area Uses the correct colour coded utensils/equipment/storage containers, where colour coding is used Ensures food is stored at the correct temperature and as per manufacturer's instructions Monitors shelf-life of foods in storage and discards/disposes of out-of-date food appropriately Ensures food being stored is covered and labelled correctly in line with legal requirements Ensures stock rotation in each storage area Ensures hygiene standards are adhered to in the storage areas Uses correct procedure for the storage of quarantined or rejected goods Takes corrective action when noticing incorrect storage 	<ul style="list-style-type: none"> Provide suitable storage containers Where it is necessary, segregate and identify each storage area for various categories of food stored within it Have a procedure in place to deal with rejected goods, and verify its suitability regularly Have a plan in place to check products are stored correctly, verify stock rotation, and ensure products are removed at end of shelf-life Implement a system for identifying opening and preparation dates on products  <p>Figure 15. Example of products/ingredients containing allergens stored separately</p>
<p>10. Use safe practices in storing raw/ in-process/processed food items</p> 	<ul style="list-style-type: none"> Segregates raw and processed foods Reseals part-used packs Stores in-process material and finished products separate from raw materials Reports incorrect storage of food 	<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 Apply preventable measures such as clearly labelled areas and signage Recognise all staff feedback as positive and constructive

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>11. Use safe practices in storing ancillary items</p> 	<ul style="list-style-type: none"> ▪ Maintains food utensils and ancillary items in a hygienic condition ▪ Stores food contact materials as appropriate ▪ Maintains the cleaning store and the non-food store in a hygienic condition ▪ Takes corrective action if items are stored incorrectly and report to manager/supervisor 	<ul style="list-style-type: none"> ▪ Allocate a separate 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 ▪ Maintain proper signage for areas
<p>12. Ensure food safety during preparation of food</p> 	<ul style="list-style-type: none"> ▪ Handles and prepares raw and ready-to-eat/processed food in separate areas unless the area is cleaned/disinfected after preparing raw food ▪ Ensures products used are in date ▪ Uses time-temperature controls to prevent and control bacterial growth ▪ Checks the temperature of fridges/chills/freezers regularly throughout the day. Reports any issues and takes action ▪ Avoids cross-contamination ▪ Adheres to colour coding/zoning system if in place ▪ Ensures food is not placed directly under insect electrocutors ▪ Ensures food safety when washing food items e.g. uses designated sink ▪ Avoids over-handling food ▪ Uses recommended method of defrosting food e.g. defrosts frozen products in the fridge/chill and follows manufacturer's instructions ▪ Ensures defrosted food is not re-frozen ▪ Completes all the required food safety records (e.g. temperature, traceability, defrosting) accurately and in real time ▪ Keeps food out of refrigeration for the minimum amount of time ▪ Maintains a clean and hygienic area 	<ul style="list-style-type: none"> ▪ Assess food safety during preparation and ensure new processes, procedures or operational practices are reflected in the food safety management system ▪ Provide a procedure for key processes ▪ Provide adequate hand-washing facilities ▪ Ensure that there are sufficient sinks for washing food which have a supply of potable water ▪ Ensure staff use the correct sinks ▪ Where defrosting food is part of the process, provide adequate facilities and operating procedures ▪ Observe staff behaviours and provide feedback/praise as appropriate <div data-bbox="1419 1166 1913 1300"> <p>Remember</p> <p>Separate, don't cross-contaminate</p> </div>

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>13. Ensure food safety during cooking and cooling of food</p> 	<ul style="list-style-type: none"> Knows the risks to food safety during cooking and cooling Adheres to hygienic practices to avoid cross-contamination Avoids over-handling of food Uses potable water for the cooking of food Uses time-temperature controls to prevent and control bacterial growth Checks food temperature using a calibrated probe. Disinfects the probe before and after use Takes corrective action if product is not at the required temperature Completes the cooking and cooling records accurately and in real time Uses recommended method of re-heating food Keeps cooked food separate from raw food during cooling Cools products in designated area and protects from contamination Maintains a clean and hygienic work area Reports any food safety concerns to management (e.g. incorrect temperature) <div> <p>Remember</p> <p>Keep high-risk foods "hot to handle" or "cold to hold"</p> </div>	<ul style="list-style-type: none"> Perform a risk assessment for each step of your cooking and cooling processes Provide sufficient equipment/utensils for the cooking and cooling of food Provide time-temperature records for cooking, cooling and re-heating of food Provide methods to ensure the quick cooling of cooked/processed food e.g. blast chiller Provide step-by-step written procedures Check and verify procedures in place are suitable at regular intervals
<p>14. Apply the required heat treatment</p> 	<ul style="list-style-type: none"> Outlines how heat treatment influences the safety of the products being produced Applies the correct heat treatment to the food for the correct length of time during the food production process Reports if any food was not heated properly and takes appropriate action Records the time-temperature applied to foods 	<ul style="list-style-type: none"> Provide time-temperature recording sheets Discuss the need for heat treatment for items available that day with staff Provide food safety signs to remind food handlers of the temperature(s) which must be reached, and ensure they are clear and understandable to all staff

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>15. Apply correct and appropriate cleaning procedures in maintaining a clean food operation</p> 	<ul style="list-style-type: none"> ▪ Distinguishes between the removal of dirt and the removal of bacteria from surfaces ▪ Knows which chemicals to use when cleaning e.g. detergent, disinfectant, or sanitiser ▪ Follows correct procedure when using chemicals and follows manufacturers' instructions ▪ Ensures that equipment, utensils and work surfaces in the food operation are maintained in a clean condition ▪ Adheres to the clean as you go policy in place ▪ Uses separate cleaning equipment for toilet areas and areas to which cleaning equipment has been designated to prevent cross-contamination e.g. colour coding equipment ▪ Reports when stock of cleaning supplies are low ▪ Completes relevant cleaning records as required and reports any issues 	<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 records and the necessary personal protective equipment as appropriate ▪ Ensure a clean as you go policy is put in place and is understood by food handlers ▪ Clearly define roles and responsibilities for each staff member ▪ Provide adequate supplies of cleaning equipment to prevent cross-contamination between areas ▪ Provide separate storage area for cleaning chemicals, materials and equipment (see Figure 5) ▪ Verify the effectiveness of cleaning by inspection and signing of cleaning records on a regular basis
<p>16. Ensure the customer is aware of the presence of allergens and take reasonable care to prevent cross-contamination of products by allergens</p> 	<ul style="list-style-type: none"> ▪ Describes allergens and how they affect the consumer (see Figure 4) ▪ Follows the procedure in place to inform the consumer of the presence of an allergen in the product ▪ Follows, as instructed, the procedure in place to prevent cross-contamination of products by allergens ▪ Understands the shared responsibility amongst all staff to take action to prevent cross-contamination <div data-bbox="688 1107 1184 1295"> <p>Remember</p> <p>By knowing what allergens you have in your business and controlling how you use them, you can keep your customers safe</p> </div>	<ul style="list-style-type: none"> ▪ Ensure information regarding allergens in food is provided to the consumer in accordance with the relevant legislation ▪ Identify the allergens used in the food operation and potential sources of allergen contamination to ensure they are included in the food safety management system (see Figure 6) ▪ Ensure the procedure includes reviewing final consumer allergen information if making a substitution or buying new raw materials ▪ Communicate to staff how their behaviour relates to the safe management of allergens (including products they bring on site/staff canteen) ▪ Where possible devise an allergen plan to organise food deliveries, storage, production and cleaning procedures to prevent cross-contamination by allergens, discuss with staff ▪ Have a system for the recall of any product found to have an allergen but where this was not indicated to the consumer ▪ Effectively communicate allergen plans with all staff and verify its functionality

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
17. Use safe practices when displaying, holding or serving food 	<ul style="list-style-type: none"> Is aware of the risks in their role and the environment in which they work Pre-heats/pre-chills as appropriate the holding/display/service units/plates before use Ensures sufficient equipment and packaging are provided at the point of service, e.g. service spoons, bags, containers etc Separates raw food and ready-to-eat food in the display unit Uses time-temperature controls to prevent and control bacterial growth Records times and temperatures as required Reports any faulty temperature-controlled equipment and takes appropriate action Ensures good stock rotation Ensures all products are labelled correctly in line with legal requirements Ensures correct allergen information is provided for all products (e.g. allergen folder, on menu, on product label) 	<ul style="list-style-type: none"> Provide up-to-date and understandable procedures for each step 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 at the correct temperatures Provide records and calibrated temperature probes for recording temperatures Monitor and sign-off on records daily, discuss any issues with food handlers when they arise Ensure food handlers are trained on correct labelling requirements e.g. pre-packed foods and the display of allergen information
18. Provide correct food information/labelling 	<ul style="list-style-type: none"> Explains the importance of a food label and how this can help prevent food safety issues Identifies the correct labelling information required for their food operation Explains the relevance of the batch code in product traceability Follows the procedure in place with regard to food information requirements Asks questions on any unclear labels 	<ul style="list-style-type: none"> Ensure food products are labelled correctly in line with legal requirements including additional product specific labelling Instruct staff regularly on the procedure in place with regard to the information requirements and as any new food products arrive Discuss any incorrect labelling and how to correct/improve it

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
19. Where applicable take samples for laboratory analysis 	<ul style="list-style-type: none"> Knows their role in the process Follows procedure for taking samples at appropriate intervals for laboratory analysis Labels and stores samples as required 	<ul style="list-style-type: none"> It is good practice, and a legal requirement in some sectors, to develop a testing schedule to verify the safety of raw materials and products, the efficiency of cleaning programmes etc. Review the testing programme on a regular basis to ensure it is appropriate and effective 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 Communicate and discuss findings with staff
20. Where applicable, test raw, in-process and/or processed food items to ensure food safety 	<ul style="list-style-type: none"> Knows the procedures in place and their role Ensures measuring and test equipment are calibrated as per procedure Follows procedures in selecting samples and conducting tests Records results and notes any observations made Informs manager/supervisor if results are outside specified limits and/or if they indicate a potential problem with the food and take appropriate action 	<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 Communicate and discuss findings with staff
21. Follow the procedure for dealing with product recalls and withdrawals 	<ul style="list-style-type: none"> Understands the importance of the traceability system Follows the procedure in place for the withdrawal or recall of unsafe products Ensures non-conforming products are stored separately from other food products Discusses any supplier issues or concerns with management Completes and maintains traceability records as required and reports any issues 	<ul style="list-style-type: none"> Ensure there is an efficient and effective traceability system in place that is kept up to date (see Figure 16) Develop a procedure to ensure unsafe food is withdrawn or recalled from the market Ensure food handlers understand and are trained in this procedure Ensure the traceability system is tested and reviewed periodically Ensure traceability records are provided and completed for each step in the process as required

LEVEL 2

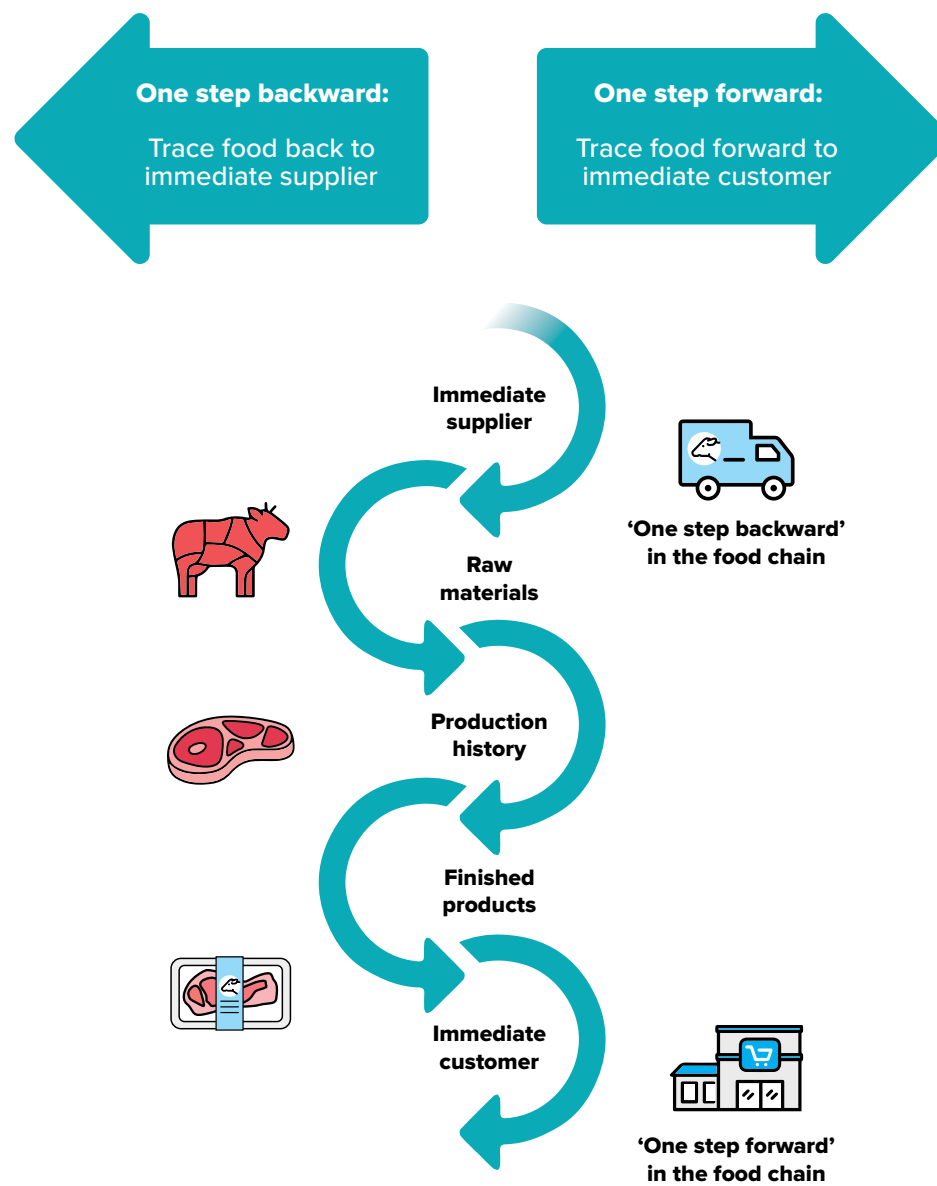






Figure 16. Example of traceability system

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>22. Ensure food safety during transportation</p> 	<ul style="list-style-type: none"> ▪ Cleans delivery vehicles thoroughly between use, using the correct cleaning procedure ▪ Pre-chills delivery vehicle to the correct temperature prior to loading chilled or frozen products ▪ Places food in a clean delivery vehicle and/or in clean insulated containers if in use ▪ Keeps raw food, ready-to-eat food, foods/ingredients containing allergens and non-food materials separate ▪ Ensures air is allowed to circulate around food in refrigerated vehicles ▪ Uses time-temperature controls to prevent and control bacterial growth at the loading and transport stages ▪ Records temperatures and takes appropriate action where necessary ▪ Communicates any incorrect practices, takes appropriate action as required 	<ul style="list-style-type: none"> ▪ Provide an appropriate cleaning schedule for delivery vehicles and containers used during transportation, and verify it is adequate at regular intervals ▪ Maintain delivery vehicles in good repair and ensure that they are designed appropriately for the transportation of foodstuffs (this would include trolleys for transporting hot food e.g. hospital/care home setting) ▪ Ensure that all vehicles are inspected before loading and provide checklists where appropriate ▪ Ensure the cold chain is maintained ▪ Ensure hot food is delivered at >63 °C
<p>23. Deal with returns in a hygienic manner</p> 	<ul style="list-style-type: none"> ▪ Removes from shelves, food which has passed its use by' or 'best before' date or is otherwise unsuitable for sale, and store in a designated returns area or dispose of as appropriate ▪ Stores rejected goods in a designated area ▪ Ensures areas with rejected items are clearly marked/signage is clear <div style="background-color: #800000; color: white; padding: 10px; margin-top: 10px;"> <p>Allocate a clearly identifiable and labelled area for:</p> <ul style="list-style-type: none"> ▪ Returns ▪ Quarantined food products (e.g. those awaiting test results or withdrawn/recalled product) ▪ Food which has passed its 'use by' date </div>	<ul style="list-style-type: none"> ▪ Have a stock control system in place to prevent the use of out-of-date, quarantined or returned materials and verify its adequacy at regular intervals ▪ Define roles for food handlers in the system ▪ Have a procedure in place for returns

LEVEL 2

Food safety skill	How the food handler demonstrates this skill	Employer's supporting activities
<p>24. Deal with a food safety complaint effectively</p> 	<ul style="list-style-type: none"> Understands the importance of accurate record keeping and their role in it Follows the procedure in place for food safety complaints in: <ul style="list-style-type: none"> Dealing with the customer Reporting the incident to the manager/supervisor Identifying and storing the food in a designated area Recording the complaint and the corrective action taken Co-operating with inspectors during an investigation 	<ul style="list-style-type: none"> Establish a reporting procedure for food safety complaints Document an appropriate customer complaint procedure which includes corrective action, and verify it is adequate at regular intervals In staff meetings, discuss food safety complaints and findings, and update procedures as appropriate
<p>25. Co-operate with inspectors/auditors</p> 	<ul style="list-style-type: none"> Knows of their obligation to engage and cooperate with food safety inspectors/auditors Assists personnel carrying out inspections/audits within the food premises Provides accurate and truthful information to food safety inspectors/auditors 	<ul style="list-style-type: none"> Give feedback to employees on the results of inspections/audits Discuss both the good outcomes and areas for improvement Provide recognition when inspections/audits are successful Management leads by example and sees the benefits of inspections/audits

LEVEL 2

Competency Checklist: Level 2 Additional Food Safety Skills

Training should be assessed to ensure that the employee is implementing the food safety skills correctly. This can be achieved by using this competency checklist which acts as an on-going monitoring system to ensure that the food safety skills at Level 2 are being applied.

Note: Use this competency checklist in conjunction with the Level 2: Table of Food Safety Skills ensuring that the food handler can show that they know and understand how to practice each food safety skill.

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
1. Food safety skills required at Induction Level Stage 1 and Stage 2					
2. Outline their legal food safety responsibilities					
3. Outline the requirements necessary for bacterial growth					
4. Use time-temperature controls to prevent and control bacterial growth					
5. Describe foodborne illness and the factors which contribute to incidences of it					
6. Implement the Hazard Analysis and Critical Control Point (HACCP)-based procedures					
7. Apply pest control in the workplace					
8. Use hygienic procedures in receiving deliveries					
9. Ensure food safety during storage					

LEVEL 2

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
10. Use safe practices in storing raw/in-process/processed food items					
11. Use safe practices in storing ancillary items					
12. Ensure food safety during preparation of food					
13. Ensure food safety during cooking and cooling of food					
14. Apply the required heat treatment					
15. Apply correct and appropriate cleaning procedures in maintaining a clean food operation					
16. Ensure the customer is aware of the presence of allergens and take reasonable care to prevent cross-contamination of products by allergens					
17. Use safe practices when displaying, holding or serving food					
18. Provide correct food information/labelling					
19. Where applicable, take samples for laboratory analysis					
20. Where applicable, test raw, in-process and/or processed food items to ensure food safety					

LEVEL 2

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
21. Follow the procedure for dealing with product recalls and withdrawals					
22. Ensure food safety during transportation					
23. Deal with returns in a hygienic manner					
24. Deal with a food safety complaint effectively					
25. Co-operate with food safety inspectors/auditors					
Corrective action required (record details of the issue, person responsible, and date actioned):					



SECTION 5

LEVEL 3

Food Safety Skills for Management

LEVEL 3

Food Safety Skills for Management Summary

Level 3 outlines the food safety skills that should be demonstrated by the manager in the food business. The FSAI Guide to Food Safety Skills Level 1 and Level 2, should be demonstrated by managers prior to progressing onto Level 3: Food Safety Skills for Management.

The following is a list of the 43 food safety skills (under 10 headings) to be demonstrated by managers:

Skills required prior to management training	
1.	Food safety skills from the FSAI's 'Guide to Food Safety Skills Level 1: Induction Food Safety Skills and Level 2: Additional Food Safety Skills'
2.	Demonstrate commitment to appropriate food safety culture and practice
Microbiological hazards	
3.	Identify and risk assess the microbiological hazards associated with your food operation
4.	Control the microbiological hazards associated with your food operation
Chemical hazards	
5.	Identify and risk assess the chemical hazards associated with your food operation
6.	Control the possible sources of chemical hazards in your food operation or during food production

Physical hazards	
7.	Identify and risk assess the possible sources of physical contamination in your food operation
8.	Control the possible sources of physical contamination in your food operation
Allergen management	
9.	Identify and risk assess the allergen hazards in your food operation
10.	Control the allergen hazards associated with your food operation
11.	Ensure the customer is aware of the presence of allergens in accordance with relevant legislation
Personal hygiene	
12.	Ensure food handlers implement good personal hygiene practices
13.	Ensure food handlers suffering from foodborne illness do not work in contact with open food
14.	Manage and maintain a procedure for the control of contractors and visitors
Structural hygiene	
15.	Manage the design, layout, construction and maintenance of the food premises and equipment to ensure food safety

Operational hygiene	
16.	Manage and maintain a potable water/ice supply
17.	Manage and maintain an effective pest control system
18.	Manage and maintain an effective waste disposal system
19.	Manage and maintain an effective cleaning programme
20.	Ensure food safety through supplier control
21.	Ensure food safety through delivery receipt/intake
22.	Ensure food safety through storage
23.	Ensure food safety during food preparation
24.	Ensure food safety during cooking/thermal processing/processing/cooling/holding/packing/service/sale of food
25.	Ensure good hygiene practice during the transportation of food
26.	Ensure correct food information/labelling is provided

LEVEL 3

Food safety management

- 27. Demonstrate an awareness of the legislative requirements relating to your food business
- 28. Ensure the appropriate option for the requirement for procedures based on the principles of HACCP has been determine
- 29. Design procedures based on HACCP principles
- 30. Implement and review procedures based on HACCP principles
- 31. Manage and maintain the traceability system within the food operation
- 32. Design and implement procedures for the withdrawal/recall of unsafe food
- 33. Recognise the significance of product threats/ tampering for the consumer
- 34. Manage/review food safety complaints effectively and take corrective and preventive action

- 35. Provide assistance to inspectors/auditors
- 36. Follow up on non-compliances with corrective and preventive action
- 37. Manage and maintain food safety documentation and records
- 38. Verify food safety through testing, where appropriate
- 39. Conduct internal audits, where appropriate

Staff training and management

- 40. Ensure the food safety training needs of your staff are identified and met
- 41. Review the implementation of food safety skills by your staff
- 42. Establish and maintain effective working relationships with your staff to ensure food safety
- 43. Engage with your staff on food safety related activities



Table of Food Safety Skills



Skills required prior to management training

Food safety skill	How management demonstrates this skill
1. Food safety skills from the FSAI 'Guide to Food Safety Skills Level 1: Induction Food Safety Skills and Level 2: Additional Food Safety Skills'	Demonstrate the food safety skills required by the FSAI's 'Guide to Food Safety Skills Level 1: Induction Food Safety Skills and Level 2: Additional Food Safety Skills'
2. Demonstrate commitment to appropriate food safety culture and practice	<ul style="list-style-type: none"> ▪ Discuss commitment to food safety frequently with staff ▪ Define your food safety culture, required behaviours, outcomes and targets ▪ Discuss with staff the improvements needed to reach goals and the path to get there ▪ Explain the importance of food safety ▪ Outline the implications of poor food safety ▪ Ensure adequate resources are provided to meet your food safety responsibilities ▪ Ensure all staff are aware of their individual responsibility for food safety ▪ Lead by example

Microbiological hazards



Food safety skill	How management demonstrates this skill
3. Identify and risk assess the microbiological hazards associated with your food operation	<ul style="list-style-type: none"> ▪ Identify and risk assess the source(s) and effects of microorganisms, e.g. bacteria, yeasts, moulds and viruses, associated with your food operation and ensure they are included in the food safety management system ▪ Distinguish between food poisoning (pathogenic) bacteria and food spoilage bacteria ▪ Where applicable, explain the significance of spores and toxins to your food operation

Food safety skill	How management demonstrates this skill
4. Control the microbiological hazards associated with your food operation	<ul style="list-style-type: none"> Implement control measures to mitigate possible sources of microbial contamination including cross-contamination from staff; sourcing; handling and storage of raw materials and packaging; production processes; cleaning and sanitation of premises and equipment etc. Understand the importance of the relevant factors in promoting and controlling the growth of bacteria, e.g. food, temperature, time, moisture, pH and oxygen Implement procedures to control growth and survival of microorganisms Understand effect of preservation methods on microorganisms, where applicable Ensure all staff are aware that food preservation does not eliminate all food safety risks Hold frequent, relevant and effective training for staff with appropriate examples and practice scenarios <p>Where appropriate to your food operation:</p> <ul style="list-style-type: none"> Identify the preservation methods used in your food operation Identify food safety hazards during food preservation such as risks associated with heat treatment, vacuum packing, chilling, freezing, canning, pickling, modified atmosphere packing (MAP), cook-chill, sous-vide etc. Implement controls to reduce the occurrence of food safety hazards during food preservation Determine whether the microbiological hazards identified influence the product shelf-life Determine the shelf-life of the product and relevant date indication, i.e. 'use by' date or 'best before' date Ensure the shelf-life is suitable, and any changes made can be substantiated, and are documented for review by inspectors/auditors

Chemical hazards



Food safety skill	How management demonstrates this skill
5. Identify and risk assess the chemical hazards associated with your food operation	<ul style="list-style-type: none"> Identify and risk assess the possible source(s)/formation of chemical hazards in your food operation or during food production/processing, e.g. water, food contact materials, food additives, flavourings, contaminants (environmental, agricultural and process, e.g. acrylamide), biocides, pesticides, pest control substances Reassess chemical hazards on a regular basis through internal audits and when suppliers, ingredients, packaging or processes, etc. Identify the control measures to mitigate possible sources of chemical contamination identified in your food operation

LEVEL 3

Food safety skill	How management demonstrates this skill
6. Control the possible sources of chemical hazards in your food operation or during food production	<ul style="list-style-type: none"> ▪ Ensure control measures for chemical hazards are implemented ▪ The food safety management system includes all the food additives, flavourings, processing aids, enzymes, extraction solvents, cleaning chemicals and food contact materials used in your food premises ▪ All staff are aware of and understand the food safety risks associated with the incorrect use of chemicals ▪ The appropriate documentation in relation to all chemical hazards is available so that the product is safe for its intended use and all staff follow the use and storage instructions ▪ Conduct investigations for any incidents or near misses, including root cause analysis and implement new control measures as needed ▪ Hold frequent, relevant and effective training for staff with appropriate examples and practice scenarios

Physical hazards



Food safety skill	How management demonstrates this skill
7. Identify and risk assess the possible sources of physical contamination in your food operation	<ul style="list-style-type: none"> ▪ Identify and risk assess the possible source(s) of physical contamination in your food operation and ensure they are included in the food safety management system, e.g. glass, packaging, jewellery, pest droppings, nuts, bolts, cobwebs, flaking paint, damaged structures etc. ▪ Observe staff behaviours and provide feedback/praise as appropriate
8. Control the possible sources of physical contamination in your food operation	<ul style="list-style-type: none"> ▪ Implement control measures to mitigate possible sources of physical contamination identified in your food premises ▪ Ensure all staff are aware of and understand the possible sources of physical contamination and the associated food safety risks ▪ Regularly assess packaging and the physical environment (including equipment, structures, pest control, etc.) to ensure control measures are effective ▪ Hold frequent, relevant and effective training for staff with appropriate examples and practice scenarios



Allergen management

Food safety skill	How management demonstrates this skill
9. Identify and risk assess the allergen hazards in your food operation	<ul style="list-style-type: none"> Identify and risk assess the allergens (listed in Figure 4) in the ingredients used in your food operation on a regular basis and when there is a change of supplier or ingredient Ensure all onsite allergens are included in the food safety management system Verify supplier allergen information on a regular basis e.g. obtaining a specification/list of allergens from the supplier for each product/raw material Identify and risk assess the other potential sources of allergens arising from cross-contamination: Ensure they are included in the food safety management system
10. Control the allergen hazards associated with your food operation	<ul style="list-style-type: none"> Implement controls to reduce the presence and/or cross- contamination from these allergens onto other food products Discuss any changes that may affect allergen controls with staff at daily meetings e.g. new ingredients <p>Ensure all staff are aware of the:</p> <ul style="list-style-type: none"> Food safety risks associated with allergens and the ingredients/dishes/products they are likely to be present in Potential for cross-contamination to occur between foods/products Role and responsibility they have in keeping consumers safe
11. Ensure the customer is aware of the presence of allergens in accordance with relevant legislation	<ul style="list-style-type: none"> Information regarding food produced using one or more of the allergens (listed in Figure 4) is provided to the customer in line with the relevant legislation requirements All staff are aware of the food information for consumers (FIC) requirements for the allergens in prepacked and non-prepacked (loose) food Staff are comfortable in communicating with consumers about allergens Hold frequent, relevant and effective training for staff with appropriate examples and practice scenarios

Personal hygiene



Food safety skill	How management demonstrates this skill
12. Ensure food handlers implement good personal hygiene practices	<ul style="list-style-type: none"> ▪ Lead by example ▪ Ensure food handlers maintain a high standard of personal hygiene ▪ Provide appropriate resources to ensure a high standard of personal hygiene can be maintained throughout your food operation, e.g. clean protective clothing, hand-washing facilities ▪ Recognise employees who consistently demonstrate good practice
13. Ensure food handlers suffering from foodborne illness do not work in contact with open food	<ul style="list-style-type: none"> ▪ Explain why it is necessary to prevent infected staff from handling food ▪ Ensure food handlers are aware of the action to take when suffering from any disease or illnesses that may affect food safety ▪ Document a procedure for control of food handlers suffering from diseases or illnesses which may affect the safety of food and ensure this procedure is adhered to, reviewed and updated regularly ▪ Create a safe reporting culture, recognise all staff feedback as positive and constructive
14. Manage and maintain a procedure for the control of contractors and visitors	<ul style="list-style-type: none"> ▪ Document a procedure covering personal hygiene requirements for visitors and contractors when on the premises and ensure this procedure is implemented ▪ Encourage staff to speak up to correct actions and to report any food safety issues observed by contractors/visitors ▪ Ensure there is an adequate supply of clean protective clothing available for visitors and contractors



Structural hygiene

Food safety skill	How management demonstrates this skill
15. Manage the design, layout, construction and maintenance of the food premises and equipment to ensure food safety	<ul style="list-style-type: none"> ▪ Ensure design, layout, construction and maintenance of your premises: <ul style="list-style-type: none"> – Are fit for purpose – Facilitate effective cleaning, disinfection and control of pests – Facilitates good hygiene practices and – Prevent contamination e.g. zoning ▪ Identify and repair structural deficiencies in the food premises and equipment ▪ Be open and responsive to staff feedback on facilities, take corrective action as appropriate ▪ Equipment should be designed, installed and maintained so that it is fit for purpose, have regular and comprehensive maintenance checks ▪ Ensure adequate services are provided and are designed, installed, maintained and controlled to avoid the risk of food contamination, e.g. water, ventilation, drainage, waste disposal, lighting, or power ▪ Appropriate changes are made to any process (es) that may give rise to cross-contamination of product(s) ▪ Adequate facilities required for staff and customers are provided ▪ Foster an environment where everyone feels comfortable asking questions and raising concerns by responding positively to all



Operational hygiene

Food safety skill	How management demonstrates this skill
16. Manage and maintain a potable water/ice supply	<ul style="list-style-type: none"> Identify the water source. If you are not on a public supply of water, appropriate controls need to be applied to ensure the potability of the water <p>Ensure:</p> <ul style="list-style-type: none"> An adequate supply of potable water is available The water distribution system is maintained so that the potable water does not become contaminated The water is sampled and tested as appropriate, for both microbiological and physio-chemical parameters Sampling includes testing of ice and ice machines <div> <p>The food business operator is legally required to have a safe water supply. This means the water must not contain bacteria or chemicals at harmful levels. An adequate supply of potable water must always be available. Potable water is treated water that is suitable for drinking and food preparation i.e. intended for human consumption.</p> </div> <ul style="list-style-type: none"> Review water sampling schedule and stay up to date with legislation <p>Note:</p> <p>The construction, nature and location of many private wells in Ireland means there is an increased risk of contamination. Please see the Environmental Protection Agency website for detailed guidance on private well construction. It is recommended that food business operators use the services of a hydro geologist before constructing any new well or borehole</p>
17. Manage and maintain an effective pest control system	<ul style="list-style-type: none"> Ensure your premises is adequately pest proofed Recognise the signs of pest infestation and take appropriate action if identified Ensure an effective pest control procedure is in place and that all relevant personnel are aware of it Provide staff with methods (text, call, etc.) to report concerns immediately Review the pest control programme as necessary Where an external pest control company is employed, ensure that the service requested is provided and a report accompanies each visit If pest control is done in-house, ensure the personnel responsible are suitably trained, experienced and registered with the Department of Agriculture, Food and the Marine as a Pest Management User Trained Professional Ensure any corrective actions recommended are actioned immediately and signed off on completion

Food safety skill	How management demonstrates this skill
18. Manage and maintain an effective waste disposal system	<ul style="list-style-type: none"> ▪ Allocate designated areas for external/internal waste containers ▪ Review waste disposal systems and procedures at regular intervals, perform gap analysis if needed and take corrective action ▪ Where appropriate to your food operation, train staff in disposal of animal by-products as per relevant legislation and ensure animal by-products are handled and disposed of appropriately ▪ Where appropriate to your food operation, if donating food, ensure a food donation policy and procedure are in place and that staff are adequately trained ▪ Have a sufficient number of suitable waste disposal containers available, and ensure they are emptied and cleaned regularly ▪ Segregate and manage non-conforming products, food donation products and returns effectively ▪ Ensure waste contractors provide satisfactory service as per agreed service contract
19. Manage and maintain an effective cleaning programme	<ul style="list-style-type: none"> ▪ Outline the benefits of cleaning ▪ Describe the cleaning programme in use in the food operation ▪ Monitor the effectiveness of the cleaning programme in removing dirt and preventing the growth of bacteria by inspection and/or by use of microbiological or equivalent tests, e.g. bioluminescence ▪ Verify cleaning, through inspections and staff observation to ensure cleaning takes place, in line with the programme, and is effective ▪ Review the cleaning programme on a regular basis and also in the event of a change to products, suppliers, equipment or processes; unsatisfactory cleaning results etc. ▪ Ensure cleaning schedules are available for each piece of equipment/fitting/area and that they are followed by staff ▪ Train staff so they can clean effectively and safely ▪ Ensure the cleaning process and equipment are suitable and do not contribute to product contamination ▪ Equipment/fittings/areas are checked after cleaning and cleaning records are signed off by a responsible person, and logs are verified ▪ Equipment/fittings/areas that are not cleaned to a satisfactory standard are re-cleaned ▪ Where appropriate, separate staff are allocated for cleaning ▪ Where cleaning is contracted out, your responsibilities and those of the contractor are clearly defined and agreed ▪ Recognise employees who consistently demonstrate good cleaning practices ▪ Ensure staff clean as they go and take corrective action when something unclean is noticed

Food safety skill	How management demonstrates this skill
<p>20. Ensure food safety through supplier control</p>	<ul style="list-style-type: none"> ▪ Implement procedures which ensure that all products are purchased from a suitable supplier (approved/registered) ▪ Agree product specification with suppliers which meet legislative requirements and food safety criteria as appropriate ▪ Ensure a procedure is in place if products delivered are changed for any reason, the food business operator should be kept informed by the supplier in case of any consequences e.g. change in allergen information ▪ Develop and maintain an up-to-date list of suppliers. Verify that suppliers and goods supplied are as agreed ▪ Where appropriate, create supplier checklists ▪ Where applicable, conduct/arrange supplier audits ▪ Maintain traceability for all ingredients, food products and food contact materials supplied ▪ Where necessary, keep records for the purposes of monitoring supplier performance ▪ Document, report and follow-up on supplier non-conformances ▪ Ensure all the necessary information required from suppliers is received, kept up to date and easily accessible ▪ Where you contract out any activity regarding the production/ processing of your product, e.g. manufacture/packing/blast freezing/storage/delivery etc., ensure your responsibilities and those of the contractor are clearly defined, agreed and documented ▪ Where you contract manufacture for another food business operator, ensure your responsibilities and those of the brand owner are clearly defined, agreed and documented ▪ Supplier checks include the potential for deliberate or intentional contamination of foods and potential fraudulent activities <div data-bbox="688 943 1377 1170"> <p>Purchasing from unfamiliar suppliers may result in unsafe, defective or fraudulent food/ingredients being supplied to the food business operator. Having an effective purchasing programme in place will help reduce the likelihood of such hazards, while also ensuring that all raw materials purchased and subsequently supplied to the business are safe, authentic, meet legal requirements and the agreed specifications.</p> </div>
<p>21. Ensure food safety during delivery receipt/intake</p>	<ul style="list-style-type: none"> ▪ Check deliveries are in line with documented procedures to ensure that they are within specification, e.g. traceability information, seals, identification marks, labelling including allergen information 'use by' dates, instructions for use ▪ Ensure necessary equipment is available and in good working order at the goods inwards area, e.g. calibrated temperature probes ▪ Records of delivery checks are maintained and monitored ▪ The cold chain is maintained, corrective action is taken by staff if not maintained ▪ Non-conforming deliveries held on the premises are placed in a quarantine area and dealt with in an appropriate and timely manner ▪ Follow up with suppliers in the case of non-conformances ▪ Ensure sufficient cover for early/late deliveries outside working hours

Food safety skill	How management demonstrates this skill
22. Ensure food safety during storage	<ul style="list-style-type: none"> ▪ Store products and food packaging in a safe manner ▪ Separate ready-to-eat and non-ready-to-eat foods, check and verify on a regular basis ▪ Separate products/ingredients containing allergens from other food products, check and verify on a regular basis ▪ Ensure product information on bulk product is not lost during decanting/splitting into smaller quantities ▪ Implement an effective system to ensure stock rotation during storage, perform internal audits/checks to verify and update procedures as needed ▪ Store foods at the required temperature, e.g. as per relevant legislation or manufacturer's instructions ▪ Temperatures are monitored and recorded and calibrated temperature probes are available where required ▪ Appropriate corrective action is taken if product temperature is not within recommended guidelines ▪ Appropriate corrective action is taken if refrigerated/frozen storage unit breaks down ▪ A clearly identified, segregated, designated area is available to be used for the storage of returned/quarantined goods ▪ Documentation for returned/quarantined goods is available with legible signature and clear process for decision-making regarding products use/re-work or disposal ▪ Stored rework is protected from exposure to microbiological, chemical, physical, allergen or species contamination during storage ▪ Rework is clearly identified and/or labelled to enable traceability ▪ Chemicals, equipment and protective clothing are stored separately from food, and immediate corrective action is taken if this is not the case
23. Ensure food safety during food preparation	<ul style="list-style-type: none"> ▪ Ensure food preparation practices minimise the risk of the growth/survival of biological hazards, cross-contamination or formation of chemical hazards ▪ Observe staff behaviours during food preparation and discuss any poor practices that arise ▪ Manufacturer's instructions are available and followed, e.g. calibrated scales and/or appropriate measuring utensils are available to ensure that the correct amounts of additives are used in food preparation such as curing mixes for meat ▪ Methods used are adequate and do not constitute a threat of chemical contamination, e.g. fruit and vegetables chlorine washes ▪ A procedure is in place for defrosting frozen foods where the defrosting process impacts on food safety ▪ All equipment is hygienically designed. In order to prevent the possibility of cross-contamination, complex equipment, which is difficult to clean, e.g. meat slicers, mincers, vacuum packing and wrapping machines must be designated for either raw or ready-to-eat food ▪ Provide a suitable supply of equipment/utensils to facilitate separation and defrosting of food ▪ Ensure adequate space for safe food preparation and zoning as necessary ▪ Staff feedback is encouraged and followed up on ▪ Commitment to food safety, benchmarks set, and key performance indicators (consumer complaints, incidents, non-compliance, etc.) are regularly discussed

Food safety skill	How management demonstrates this skill
<p>24. Ensure food safety during cooking/thermal processing/processing/cooling/holding/service/sale of food</p>	<ul style="list-style-type: none"> ▪ Cooking, cooling and holding temperatures meet the requirements of the relevant legislation, guidelines/standards or manufacturer instructions ▪ Written procedures for each stage of the process that minimise the risk of food contamination are provided, followed, and updated as needed ▪ Operational practices for each stage of the process minimise the risk of the growth/survival of biological hazards, cross-contamination or formation of chemical hazards ▪ All staff serving/selling food should know the allergens in each product and be trained in allergen management ▪ Benchmarks for safe food production and performance indicator tracking is in place/discussed with staff ▪ Equipment/utensils are adequate to ensure food safety. In order to prevent the possibility of cross-contamination, complex equipment, which is difficult to clean, e.g. meat slicers, mincers, vacuum packing and wrapping machines must be designated for either raw or cooked food ▪ Staff pre-heat/pre-chill the holding/service/display units/plates before use ▪ Sufficient service utensils are provided at point-of-service/sale and holding/display units are in good working order ▪ Checklists and calibrated equipment are provided for recording of cooking/thermal processing/processing/cooling/holding times and temperatures and they are monitored daily ▪ Explanatory/descriptive signage is in place for each area (ensure they are understandable and obeyed) ▪ Any material/articles that come into contact with food are appropriate for use and in compliance with relevant legislation ▪ Learn from any incidents or near misses by discussing with staff and implement corrective/preventive action <p>Where food is reheated, ensure:</p> <ul style="list-style-type: none"> ▪ It is only reheated once ▪ The method used achieves a core temperature that meets the requirements of the relevant guidelines <p>Where rework is incorporated into a product as an in-process step, ensure:</p> <ul style="list-style-type: none"> ▪ The acceptable, quantity, type and conditions of rework are specified ▪ The process step and method of addition, including any necessary pre-processing stages are defined and documented ▪ The impact on shelf-life by including reworked product into a batch is considered as part of the overall product shelf-life and documented <div style="background-color: #c8513a; color: white; padding: 10px; border-radius: 10px; margin-top: 10px;"> <ul style="list-style-type: none"> ▪ Rework is a term used to describe processing of food that has already been processed in the establishment. ▪ Reworked product must be stored, handled, and used in such a way that product safety, quality, traceability, and regulatory compliance are maintained. </div>

Food safety skill	How management demonstrates this skill
<p>25. Ensure good hygiene practice during the transportation of food</p>	<ul style="list-style-type: none"> ▪ Ensure food is not contaminated by biological, chemical, physical or allergen hazards during transport e.g. keep raw food, ready-to-eat food, food/ingredients containing allergens and non-food materials separate ▪ Obtain staff feedback that systems for segregation are functional and amend as needed ▪ Chilled/frozen/hot product is loaded at the correct temperature and the transport is pre-chilled/pre-heated to the correct temperature ▪ Procedures are implemented that ensure free air circulation around products during transportation, verify at loading for dispatch and goods inwards ▪ Delivery vehicle temperature records are reviewed and in the case of any non-compliance, appropriate corrective action is taken ▪ Any materials/articles that come into contact with food during transport are in compliance with relevant legislative requirements for food contact materials ▪ Transport containers are designed, constructed and maintained to protect food from contamination ▪ Vehicles are checked for cleanliness before loading food and all spillages are cleaned immediately
<p>26. Ensure correct food information/ labelling is provided</p>	<ul style="list-style-type: none"> ▪ Products must be labelled correctly in line with legal requirements, relative to their stage in the food chain, including additional product specific labelling requirements, e.g. beef, poultry, fish, fruit juice, chocolate, jam, bottled water ▪ Stay up to date on legislation ▪ Staff are aware of the importance of labelling products correctly in accordance with the legal requirements and understand their role/responsibility ▪ Product information on bulk product is not lost during decanting/splitting ▪ In the case of non-prepacked (loose) food, e.g. in delis and restaurant menu items, information on the allergens (listed in Figure 4) used in the production or preparation of the food must be provided to the consumer in written format before the sale or supply of the food. The information must be: <ul style="list-style-type: none"> – Freely and easily accessible before the sale or supply of the food – At least in English – In a conspicuous place, such that it is easily visible and available to the final consumer – In clear legible script and – Presented in a manner so there is no possibility of confusion as to which food the information relates to

Food safety management

Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles. An effective pre-requisite programme that addresses the general rules and requirements relating to food hygiene must be in place prior to implementing procedures based on HACCP principles.

Remember, some food business operations may use specialist assistance/technical advice in order to achieve the following skills. Where this is the case, managers/supervisors who are working in the food operation must be involved in the decision-making process and take ownership of the implementation and review of their food safety management procedures.



Food safety skill	How management demonstrates this skill
27. Demonstrate an awareness of the legislative requirements relating to your food business	<ul style="list-style-type: none"> Explain your food safety responsibilities as a food business operator, an employer, and as a member of staff Stay up to date with evolving regulations and industry standards, update procedures, training, benchmarks, etc. as needed <p>Ensure:</p> <ul style="list-style-type: none"> Staff understand their legal responsibility Compliance with food legislation governing your food operation
28. Ensure the appropriate option for the requirement for procedures based on the principles of HACCP has been determined	<p>Determine which of the following methods of complying with the requirement for HACCP-based procedures is appropriate for your food operation:</p> <p>1. Implementation of the prerequisite hygiene requirement where this ensures that all hazards are effectively controlled</p> <ul style="list-style-type: none"> Review procedures periodically and take appropriate action, when necessary, e.g. where modification is made to the product, process, or any step in your food operation Review procedures as necessary to take account of changes to legislation, standards or emerging risks relevant to your food business If this is the appropriate option for your food operation, go to Food Safety Skill No. 30 <p>2. Use of a recognised guide to good practice where the hazards and controls have been identified</p> <ul style="list-style-type: none"> You must ensure the guide is appropriate by assessing whether it covers all the activities in your food business Where activities not covered by the guide are identified, the seven principles of HACCP must be applied to the additional activities (Food Safety Skill No. 29) If this is the appropriate option for your food operation, go to Food Safety Skill No. 30 <p>3. Application of the seven principles of HACCP</p> <ul style="list-style-type: none"> If this is the appropriate option for your food operation, go to Food Safety Skill No. 29 to design the procedures If the procedures have already been designed for you, go to Food Safety Skill No. 30

LEVEL 3

Food safety skill	How management demonstrates this skill
29. Design procedures based on HACCP principles	<ul style="list-style-type: none"> You must have an effective pre-requisite programme that addresses the general rules and requirements relating to food hygiene in place Identify information, standards and guidelines applicable to your food operation Develop your procedures based on the seven principles of HACCP
30. Implement and review procedures based on HACCP principles	<ul style="list-style-type: none"> Ensure your HACCP-based procedures cover all the steps in your food operation Ensure the procedures, including the pre-requisite programme, are being implemented Ensure staff understand their responsibilities in implementing these procedures Ensure documentation generated is up-to-date and available to inspectors/auditors if requested If a recognised guide to good practice is being used, ensure it is available onsite and it is being implemented appropriately Review as necessary, when any modification is made in the product, process, or any step in the food operation Review as necessary, to take account of changes to legislation, standards or emerging risks relevant to your food business Share review outcomes and changes to procedures and operational controls with staff
31. Manage and maintain the traceability system within your area of the food operation	<ul style="list-style-type: none"> Ensure the traceability system is fit for purpose and operates effectively, feedback from staff on its practical use and effectiveness is encouraged (see Figure 16) The traceability information within the food chain complies with the relevant legislation, e.g. requirements for food of animal origin, requirements for sprouts and seeds intended for the production of sprouts The traceability system includes both food and food contact materials as required by the relevant legislation The traceability system includes products returned or rejected by customers and ensures that full traceability is maintained on these products at all times Traceability records are kept for the required length of time Relevant staff are briefed on the traceability system and their role in its operation The traceability system is audited and reviewed periodically
32. Design and implement your procedure for the withdrawal/recall of unsafe food	<ul style="list-style-type: none"> A documented procedure for the withdrawal/recall of unsafe food must be in place All relevant staff are informed of the traceability and withdrawal/recall procedure and their role during a withdrawal/recall of unsafe food Competent authorities and trade customers are notified in the case of a withdrawal/recall of unsafe food Consumers are notified in the case of a recall of unsafe food (see Figure 17) The withdrawal/recall procedure is audited and reviewed periodically

ABC Supermarket



URGENT
FOOD RECALL

ABC Supermarket

Traditional 6 Irish Pork Sausages

Pack size: 454g

Use by date: 16 May



ABC Supermarket is recalling the above batch of Traditional 6 Irish Pork Sausages due to an incorrect use-by date printed on the label on a small number of packs. The correct use-by date is **13 May**

Do not eat the affected products, instead return it to an ABC Supermarket where a full refund will be given. No receipt is required.

It has been necessary to recall these products, and we apologise for the inconvenience caused.

ABC Supermarket, 1 ABC Lane, Dublin, Ireland

Phone: 0818 1234567

Email: customerservice@abcsupermarket.com

Figure 17. Example of a product recall point of sale customer notice

LEVEL 3

Food safety skill	How management demonstrates this skill
33. Recognise the significance of product threats/tampering for the consumer	<ul style="list-style-type: none"> ▪ Explain why product threats and tampering are an issue ▪ Identify and assess what product threats and tampering risks apply to your business/product ▪ Establish a procedure for staff to follow if they find signs of possible product threats/tampering, and ensure that it is implemented, e.g. a food product with a broken seal ▪ If product threats/tampering have been identified as having the potential to cause harm to the consumer, notify the competent authority
34. Manage/review food safety complaints effectively and take corrective and preventive action	<ul style="list-style-type: none"> ▪ Customer feedback is encouraged and asked for ▪ A procedure is in place for dealing with a food safety complaint (as outlined in the FSAI's 'Guide to Food Safety Skills Level 2: Additional Skills') ▪ All relevant personnel are aware of and follow the procedure for dealing with a food safety complaint ▪ The cause of the complaint is investigated in a timely manner and appropriate corrective and preventive action is taken ▪ Records of customer complaints are monitored, and appropriate action is taken, e.g. where trends are apparent ▪ Complaints and outcomes of investigations are discussed with staff
35. Provide assistance to inspectors/auditors	<ul style="list-style-type: none"> ▪ Make staff aware of the role of an inspector/auditor and their responsibilities during an inspection/audit ▪ Any information requested by inspectors/auditors, including samples of food, is provided when requested. All communication is open and honest ▪ Assistance is provided during an outbreak investigation ▪ Relevant staff are informed of the result of an inspection/audit/outbreak investigation ▪ Appropriate and timely action is taken in response to issues raised during an inspection/audit/investigation, and staff are made aware of outcomes
36. Follow-up on non-compliances with corrective and preventive action	<ul style="list-style-type: none"> ▪ Appropriate corrective action is taken when a non-compliance is raised ▪ Relevant staff are aware of and understand procedural and operational changes as a result of corrective action

LEVEL 3

Food safety skill	How management demonstrates this skill
37. Manage and maintain food safety documentation and records	<ul style="list-style-type: none"> ▪ All documentation/records are stored securely in a designated area for the required length of time ▪ If applicable, ensure electronic food safety records are saved/logged and readily available ▪ All records are accessible during inspection/audit ▪ Relevant documentation is provided with equipment, e.g. calibration certificate for temperature probe ▪ Food safety records are reviewed on a regular basis and corrective actions taken where appropriate ▪ Ensure food safety records are completed accurately and in real time ▪ The importance of maintaining accurate records is emphasised to staff
38. Verify food safety through testing, where appropriate	<ul style="list-style-type: none"> ▪ A programme of relevant tests for raw, in-process and/or processed food items and water is developed to meet the requirements of legislation and ensure food safety, e.g. food allergen; microbiological; viral and chemical, including biotoxins in molluscan shellfish ▪ The laboratory used for analysis meets legislative requirements ▪ Records of tests are maintained and available for the required length of time ▪ All test results (including non-compliant results) are readily available to inspectors/auditors when required ▪ Laboratory results and trends are reviewed, interpreted, and communicated with staff as appropriate. Any corrective action/procedural changes are implemented ▪ Follow-up samples are submitted, where appropriate
39. Conduct internal audits, where appropriate	<ul style="list-style-type: none"> ▪ Ensure audits cover the full suite of activities for your food business ▪ Review relevant documentation and prepare audit checklists. Define goals, benchmarks, and other indicators that may be reviewed. ▪ Interview staff and observe practices during an audit in a manner which puts them at their ease ▪ Identify areas where corrective action is required based on evidence ▪ Discuss non-conformances with all relevant parties and recognise conformances ▪ Record all audits and their findings and maintain internal audit records in an organised manner ▪ Make audit records and findings available to inspectors/auditors



Staff training and management

Food safety skill	How management demonstrates this skill
40. Ensure the food safety training needs of your staff are identified and met	<ul style="list-style-type: none"> ▪ Ensure sufficient time and resources are allocated to staff training and staff receive relevant and effective training ▪ Ensure training records are maintained for all members of staff in the food operation ▪ Document a training plan, which meets the food safety training needs of staff ▪ Review the training plan at regular intervals and keep it updated with new and amended food safety requirements ▪ Ensure staff are supervised commensurate with their work activity ▪ Provide food safety instructions that are easily understood ▪ Ensure training is in an accessible format and meets the learners needs (literacy, language, learning style, etc.) ▪ Minimise interruptions and distractions during instruction/ training ▪ Check staff's understanding and where required, amend instructions ▪ Provide constructive feedback to staff ▪ Be open to staff feedback on training ▪ Create an environment in which staff can ask questions comfortably by responding to all positively ▪ Demonstrate the importance of food safety training in the food operation by leading by example
41. Review the implementation of food safety skills by your staff	<ul style="list-style-type: none"> ▪ Ensure staff implement food safety training received ▪ Support and encourage staff who practice skills demonstrated ▪ Assess staff competence on a regular basis and retrain staff where competence is lacking ▪ Complete and maintain records of competence
42. Establish and maintain effective working relationships with your staff to ensure food safety	<ul style="list-style-type: none"> ▪ Promote a culture of food safety ▪ Discuss commitment to food safety and food safety objectives ▪ Discuss food safety related matters with staff regularly ▪ Allocate resources to achieve food safety objectives ▪ Communicate essential food safety information to appropriate staff ▪ Ensure methods of communication and supports are suited to the needs of staff

LEVEL 3

Food safety skill	How management demonstrates this skill
43. Engage with your staff on food safety related activities	<ul style="list-style-type: none">▪ Ensure work methods and activities are consistent with current legal requirements and agreed working conditions▪ Encourage staff to make suggestions as to how systems/procedures/operational controls could be improved. Follow-up on suggestions.▪ Provide opportunities for open and honest discussion

LEVEL 3

Competency Checklist: Level 3 Food Safety Skills for Management

Training should be assessed to ensure that the manager/supervisor is implementing the food safety skills correctly. This can be achieved by using this competency checklist which acts as an on-going monitoring system to ensure that the food safety skills at Level 3 are being applied.

In businesses where there is only one member of staff, that person must be able to demonstrate competence in food safety commensurate with their work activity. If the staff member does not have sufficient training/experience in food safety, appropriate, relevant food safety training would need to be externally sourced or have a consultant/food safety trainer to deliver and assess the training.

Note: Use this competency checklist in conjunction with the Level 3: Table of Food Safety Skills ensuring that the food handler can show that they know and understand how to practice each food safety skill.

Employee name:		Start date:			
Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
1. Food safety skills from the FSAI's 'Guide to Food Safety Skills Level 1: Induction Food Safety Skills and Level 2: Additional Food Safety Skills'					
2. Demonstrate commitment to good food safety practice					
3. Identify and risk assess the microbiological hazards associated with your food operation					
4. Control the microbiological hazards associated with your food operation					
5. Identify and risk assess the chemical hazards associated with your food operation					
6. Control the possible sources of chemical hazards in your food operation or during food production					

LEVEL 3

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
7. Identify and risk assess the possible sources of physical contamination in your food operation					
8. Control the possible sources of physical contamination in your food operation					
9. Identify and risk assess the allergen hazards in your food operation					
10. Control the allergen hazards associated with your food operation					
11. Ensure the customer is aware of the presence of allergens in accordance with relevant legislation					
12. Ensure food handlers implement good personal hygiene practices					
13. Ensure food handlers suffering from foodborne illness do not work in contact with open food					
14. Manage and maintain a procedure for the control of contractors and visitors					
15. Manage the design, layout, construction and maintenance of the food premises and equipment to ensure food safety					
16. Manage and maintain a potable water/ice supply					
17. Manage and maintain an effective pest control system					

LEVEL 3

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
18. Manage and maintain an effective waste disposal system					
19. Manage and maintain an effective cleaning programme					
20. Ensure food safety through supplier control					
21. Ensure food safety through delivery receipt/intake					
22. Ensure food safety through storage					
23. Ensure food safety during food preparation					
24. Ensure food safety during cooking/thermal processing/processing/cooling/holding/packing/ service/sale of food					
25. Ensure good hygiene practice during the transportation of food					
26. Ensure correct food information/labelling is provided					
27. Demonstrate an awareness of the legislative requirements relating to your food business					
28. Ensure the appropriate option for the requirement for procedures based on the principles of HACCP has been determined					

LEVEL 3

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
29. Design procedures based on HACCP principles					
30. Implement and review procedures based on HACCP principles					
31. Manage and maintain the traceability system within the food operation					
32. Design and implement procedures for the withdrawal/recall of unsafe food					
33. Recognise the significance of product threats/ tampering for the consumer					
34. Manage/review food safety complaints effectively and take corrective and preventive action					
35. Provide assistance to inspectors/auditors					
36. Follow up on non-compliances with corrective and preventive action					
37. Manage and maintain food safety documentation and records					
38. Verify food safety through testing, where appropriate					
39. Conduct internal audits, where appropriate					

LEVEL 3

Employee name:

Start date:

Food safety skills	Competent (Y/N)	Action required if not fully competent	Assessment date	Reassessment date	Trainer/manager (signature)
40. Ensure the food safety training needs of your staff are identified and met					
41. Review the implementation of food safety skills by your staff					
42. Establish and maintain effective working relationships with your staff to ensure food safety					
43. Engage with your staff on food safety related activities					
Corrective action required (record details of the issue, person responsible, and date actioned):					



SECTION 6

Resources

Resources

The FSAI provides food businesses with a comprehensive range of food safety information, to help achieve good hygiene standards and compliance with the law. There are many resources available on the [FSAI website](#) that help you to meet the legal requirements of a food business operation and assist with the development and implementation of food safety training. Each food business is different, and may require specific information to support them. The following is a selection of the resources on the FSAI website. It is the food business operator's responsibility to comply with food law and be familiar with all food safety legislation that applies to their business.

THE BUSINESS ADVICE SECTION

Where you can find information on the following:

Everything you need to know, and have in place if **starting a food business**, or **running a food business**, including **advice** for food businesses on **food allergens**, and developing a food safety management system (**HACCP**), and much more.



TRAINING AND ONLINE LEARNING

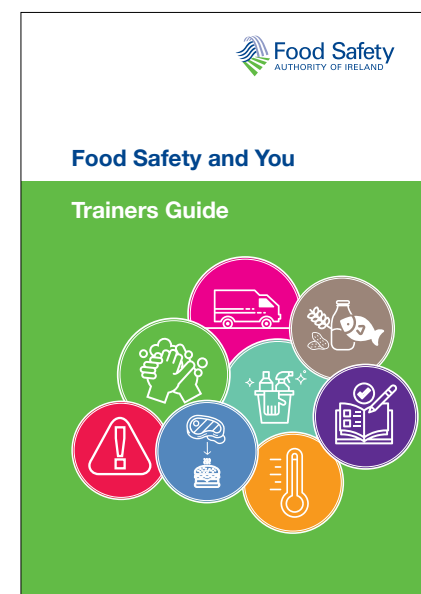
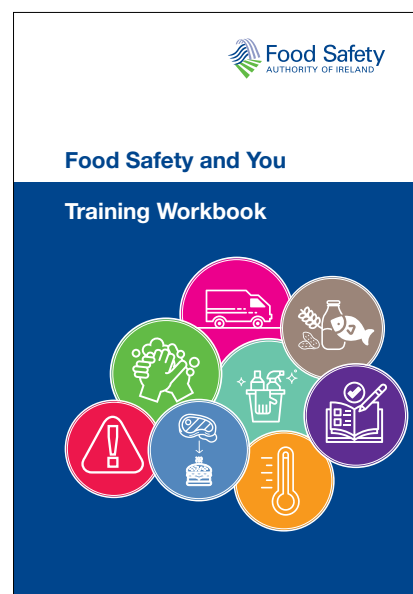
– **Training – First Steps**
provides information on **developing your own training course**, or **choosing a food safety trainer**.

– **Induction Training Programme Food Safety and You**

The Food Safety and You training programme is designed to be delivered in your business, by your supervisors/managers, to your staff. The FSAI trains supervisors/managers how to deliver the induction level course to their staff, on a train-the-trainer basis.

Food Safety and You promotes active learning and the application of training in the work environment, with the involvement of the trainer, manager or supervisor in the process. A variety of training materials are used to ensure that the training is interesting, interactive and fun.

Once your food business' manager/trainer or supervisor completes the 2-day Food Safety Training Skills Workshop, they will be able to deliver the "Food Safety and You" 4-hour induction training programme back to your staff. It is based on the skills outlined in the FSAI's Guide to Food Safety Skills Level 1, Induction Skills.



- **The FSAI Learning Portal**
The **FSAI Learning Portal** contains a variety of e-learning modules, resources and materials that can be used as part of upskilling and to help meet your training requirements. These have been designed so that they can be used in a flexible manner, as part of a food safety training course, for inclusion in staff meetings and for self-learning at a time and pace that suits.

SOME OF THE MATERIALS ON THE LEARNING PORTAL INCLUDE:

- **E-learning modules**
Training courses on specific topics, such as Food Safety Culture Course – this module helps you to learn about your obligations to develop, maintain and demonstrate appropriate food safety culture
- **Food facts**
Short videos that explain a variety of food safety topics, such as temperature control, cross-contamination, and shelf-life
- **Webinars**
The FSAI free webinar series is a valuable resource for business owners on a range of topics, such as food safety training, pest control in your food business, and how to manage food safety in your business
- **Small Businesses**
In this topic area you will find learning resources for small businesses, on food safety training and running a business from your home.

The FSAI Learning Portal



The Learning Portal contains courses, resources, and materials provided to help food businesses meet their training and compliance requirements.

This includes:



eLearning modules



Webinars and videos



Food Facts

Create your account today

Scan the QR code to create an account and access the FSAI Learning Portal.



<https://fsai.ie/>



<https://learningportal.fsai.ie/>

Údarás Síbhéiteachta Bliana NÓIRANN
Food Safety Authority of Ireland

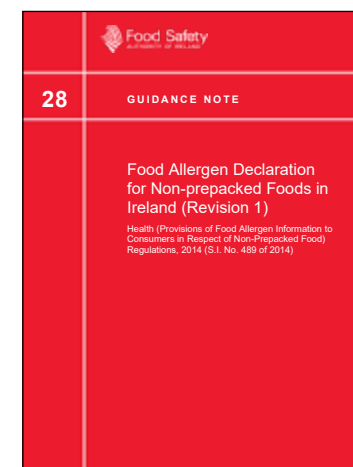
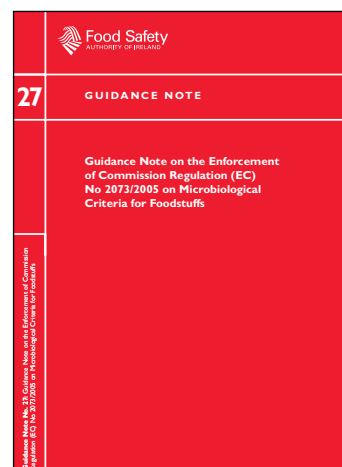
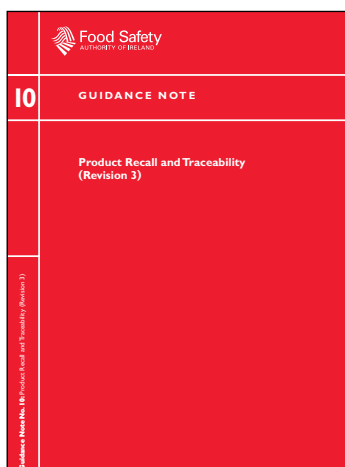
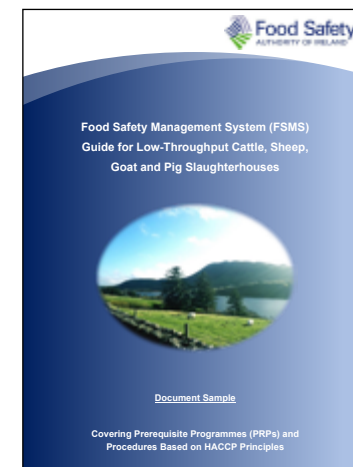
ENFORCEMENT & LEGISLATION SECTION

Where you can find information on the following:

Legislation

- **General hygiene rules** that are applicable to all food businesses
- Links to **Irish and EU food legislation**
- **Guidance documents** on food legislation and how it is applied in Ireland
- **National Guides to Good Practice:** Regulation (EC) No. 852/2004 allows for the development of guides to good practice for hygiene of foodstuffs and also for guides regarding the application of HACCP principles (guides to good practice). Food business operators may use these guides on a voluntary basis as an aid to compliance with food hygiene requirements. Examples of these guides include:

- The Irish Standards, I.S. 340 Hygiene in the catering sector, and I.S. 341 Hygiene in food retailing which can be sourced from the [National Standards Authority of Ireland \(NSAI\)](#)
- The *Safe Catering Pack*, which is designed for caterers as a practical, easy to use, food safety management system
- The *Food Safety Management System Guide for Low-Throughput Cattle, Sheep, Goat and Pig Slaughterhouses*
- The *Food Safety Management System Guide for Small Meat Manufacturing Plants*. These publications can be sourced from the '[Our Publications](#)' section on the [FSAI website](#).





Appendix

Employee Training Record

A Competency Assessment should take place 'on-the-job' soon after training. Circle S (Satisfactory) or RT (Re-training required). Competency checklists are available for each level of food safety skills and should be completed as appropriate.

Employee name: _____		Position: _____		Date of employment: _____			
Training information					Competency assessment		
Scheduled training plan/date	Training completed	Date	Trainee (signature)	Trained by (signature)	Manager/supervisor (signature)	Date	Outcome of assessment*
							S / RT
							S / RT
							S / RT
							S / RT
							S / RT
							S / RT
							S / RT
							S / RT
							S / RT

*S = Satisfactory / RT = Re-training required

Food Safety Authority of Ireland

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