

Food Hygiene Training

Good Hygiene Practice
Guide No 1

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Good Hygiene Practice Guide No: 1



HACCP Chart Reference

All Stages

Legal Requirements

Food Safety Regulations require that food handlers are supervised, instructed and trained in food hygiene matters in line with their work activity.

The requirement does not stipulate any specific accredited training program and can be achieved through a variety of ways including on the job training, in-house training, or e-learning,

Compass define a food handler as any person who is involved in the delivery, storage, preparation, cooking or service of food to the end customer whether it is open food (unwrapped) or packaged.

Food handlers must be effectively supervised to ensure any training delivered is effective by monitoring staff and confirming that work is being carried out safely and hygienically.

Training Requirements

Within Compass we expect all permanent colleagues and temporary agency staff to have the appropriate food safety training dependent upon their role within the business. This will usually be delivered through the following types of training:

Level	Course	Audience	Method
Level 1	Essentials of Food Safety	All catering colleagues	Colleague handbook Compass on-boarding training
Level 2	Food Safety for Caterers	All catering colleagues	E-Learning Classroom (Healthcare) In unit supervision
Level 3	Managing Food Safety	Managers, Supervisors, Head Chef's	E-learning
Level 4	Higher Food Safety Training	Senior Managers within high risk sites (CPU / Food Manufacturing)	Classroom / e-learning via 3 rd party provider

Level 1 – Essentials of Food Safety

All staff (permanent or temporary) will require this training before starting work within a Compass catering unit and covers the basic food hygiene & safety measures expected from colleagues when working in a food environment.

This training will be self-delivered through:

- References within the Compass colleague handbook issued with a contract of employment, or
- 'Getting to know Compass' e-learning completed by the preferred recruitment agency as part of their on-boarding process

Induction training should be recorded on the employee's training record card or if they are a "Temporary Worker or Agency Worker" then this should be recorded on the Temporary Workers / Agency Employees Induction Checklist.

Food Hygiene Training

Good Hygiene Practice Guide No: 1



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Additional in-unit training covering specific duties and responsibilities of each job should be carried out after the initial induction. This may include training on receiving food deliveries, storage and labelling, temperature monitoring, cleaning etc., and is contained within the other Good Hygiene Practice Guides and associated Food Safety Conversations.

Records of this training must be entered on the Food Safety Training Matrix found at the back of the Food Safety Management System file

Level 2 – Food Safety For Caterers

More detailed training is expected to build upon 'The Essentials of Food Safety' training and develop knowledge of the basic principles of food safety as well as instructing all food handlers on how to carry out the duties expected of them hygienically and safely as part of our food safety management system.

This training is delivered through an on-line e-learning module completed within the first 2 weeks of employment and will include the following;

Module 1: Introduction to Food Safety	Module 2: Food Safety Hazards	Module 3: Food Safety Controls	Module 4: Natasha's Law	Module 5: Net Zero in Catering
The importance of food safety	Food risk groups	Personal hygiene	Legal background	The Environment: An Introduction
Legal requirements	Microbiological food hazards	Effective handwashing	PPDS definition	Net Zero: Our Climate Promise
Food safety definitions	Sources of contamination	Safe food handling & storage	Examples of PPDS foods	Preventing food Waste
Roles & Responsibilities	Physical food hazards	Food labelling & shelf life	Label information	Reducing Plastics & Packaging
Introduction to the Compass FSMS	Chemical food hazards	Prevention of cross contamination	Label printing & display	Non Food Waste
Food poisoning & food poisoning organisms	Introduction to allergens	Temperature control	Contingency measures	Water & Pollution Prevention
Vulnerable groups		Pest control		
		Cleaning		

Additional Modules

It is expected that all food handlers will also complete an additional e-learning training module on Allergens covering in more detail the 14 EU allergens and the types of food they are found in but also focusing on allergen symptoms, emergency measures, cross contamination controls and customer information.



Relevant guidance and training materials can be found in the sub sections that follow in these Standard Operating Procedures.

It is also a requirement to ensure that all of your team members receive training on how to deal with allergies and intolerances and what interaction they should have with customers. This can be found in the Allergy Awareness section of these Standard Operating Procedures.

Supervision

All team members must be properly supervised. Where only one persons is involved in the catering delivery such as small canteens, cafes then those persons must have the required skills, knowledge and training to operate safely and hygienically without supervision.

Food Hygiene Training

Good Hygiene Practice Guide No: 1



HACCP Chart Reference

All Stages

Level 3 – Managing Food Safety

This Level 3 e-learning course is directed at anyone in a supervisory or management role within a Compass catering unit or operation. Managers, Supervisors or Head Chefs operating a food service must register and complete this within the first 12 weeks of commencing employment with the Company. This course contains enhanced elements giving skills more related to managing food safety activities within a unit and covers the following elements:

Module 1: Compass Food Safety Management System	Module 2: HACCP Principles	Module 3: Food Safety Incidents & Enforcement
Roles & Responsibilities	Introduction to 7 principles of HACCP	Legal requirements
Food Flow Chart	Initial analysis	Allegations of food poisoning
HACCP	Control points	Foreign body food complaints
Good Hygiene Practice Guides	Set limits	Allergen incidents
Food Safety Conversations	Monitoring	Food borne viruses
HACCP Posters	Corrective action	Food sampling
Log Book	Verification	Food safety enforcement & powers
Training Records	Record Keeping	Conducting food safety inspection visits

Above unit managers should also complete Level 3 if they are responsible for catering contracts and other employees with supervisory roles in food safety should complete level 3 training as the need arises.

Level 4 – Higher Food Safety Training

The CIEH Level 4 Award, 'Managing Food Safety in Catering' or equivalent may be appropriate for some managers / senior managers operating a central production facility (CPU) or where the client operates a food manufacturing business. Contact Learning and Development Department for further details.

Attendance and completion of certificated courses must be entered on employee training records and signed by employees.

Food Hygiene Training

Good Hygiene Practice Guide No: 1



HACCP Chart Reference

All Stages

Assessment

Both Level 2 and Level 3 e-learning training modules have both ongoing knowledge review within each sub module as well as a 20 question training validation assessment at the end of all 4 modules. This requires 18 or more correct answers out of 20 to pass the course.

Once successfully passed the learner will receive an electronic training certificate which they can print off and keep in their training file as well as their line manager receiving notification of successful completion. All Compass employee training can be tracked using the Learning & Development portal via Connect.

Refresher Training

Training needs should be reviewed on a regular basis. Refresher or update training may be necessary at certain intervals, and the frequency will be related to the risk and nature of the business, the food handled and the skill, competence and experience of the employee. For example, food handlers catering for high-risk customers, i.e. hospital patients, children or operating complex systems, e.g. cook-chill, will require regular updates.

Refresher training should take account of business changes i.e. menu changes or procedural changes. The e-learning course 'Food Safety Caterers' requires three yearly refreshers and re-tests. Safety Conversations and the food safety content of sector specific publications, must also be used for refresher training. Additional information is available from trade publications that assist in raising awareness of food safety issues and this manual.

Food safety issues identified within the operation, e.g. poor stock rotation, can also be used as the basis of refresher training. Specific training needs may be identified through HSE Meetings, formal consultation and communication, or during the performance review process.

Refresher training must be recorded on employee training records.

Training Records

All training carried out for each employee must be recorded either electronically (e-learning is recorded on the Compass Learning Portal) or on their training record, which must be dated and signed by the employee and trainer and kept available at all times for examination by auditors, or enforcement officers.

When employees transfer to another site, their training records should be transferred with them.

The current Learning & Development Training Record Card can be downloaded from Compass Connect.

Additional Guidance

1. Allergen awareness
 - Refer to **Good Hygiene Practice Guide No: 13 - Allergens** for guidance on additional allergen awareness training

