RSPH Level 3 Award in Supervising Food Safety and Hygiene (Catering/Retail)

January 2020

Guided Learning	**21 hours**
Total Qualification Time	**27 hours**

Ofqual Qualification Number	**603/2396/6**
QiW Qualification Number	**Catering - C00/1211/9 Retail - C00/1212/0**

Description

The objective of the RSPH *Level 3 Award in Supervising Food Safety and Hygiene* is to cover those aspects of the supervision of food hygiene and safety required when working in a catering and retail environment. It is a valuable freestanding qualification that is also suitable for learners and employees engaged in food based vocational training or apprenticeship and those seeking a higher level of training.

The qualification will provide learners with a knowledge of food safety and food hygiene. Holders of this qualification will have the appropriate knowledge and understanding to implement food safety management procedures, which will enable them to identify problem areas, to identify hazards to food safety, to recommend solutions, take appropriate action in the light of these hazards and contribute to improvements in food safety practice

These topics are regarded by the Food Standards Agency as being important to understanding and maintaining good practice in the handling, processing and preparation of safe food.

It is ideal for individuals wishing to progress from the "RSPH Level 2 Award in Food Safety and Hygiene" and other level 2 food safety qualifications.

RSPH is a Business Partner of the Craft Guild of Chefs.

http://craftguildofchefs.org/

1

Content:

To achieve this qualification, a candidate must achieve unit 1, plus either unit 2 or unit 3.

Unit 1: Supervising Food Safety and Hygiene

Guided Learning: 14 hours
Unit Level: 3
Unit reference number: Y/616/4187

Summary of Outcomes:

To achieve this unit, a candidate must:

1.   **Understand food safety hazards,** *with reference to:*

1.1   The importance of food safety
1.2   The risk to food safety from hazards, contamination and cross-contamination
1.3   The consequences for food safety from biological, chemical, physical and allergenic hazards

2.   **Understand food safety management controls,** *with reference to:*

2.1   How food business operators can ensure compliance with food safety legislation
2.2   Procedures for the application and supervision of good hygiene practice
2.3   Requirements relating to the design of food premises and equipment
2.4   Methods and procedures for food safety management

Indicative Content:

1.   **Understanding food safety hazards**

1.1   *Importance of food safety:* definitions of food hygiene, food safety, high risk food, low risk food, ready to eat raw food and safe food; importance of food safety procedures in reducing levels of hazards and preventing contamination and cross contamination; current trends relating to food poisoning and possible reasons; groups most at risk from food poisoning.

1.2   *Risk to food safety from hazards, contamination and cross-contamination:* Contamination hazards; examples of biological, chemical, physical and allergenic contaminants; sources of food poisoning and food spoilage microorganisms; vehicles and routes of contamination; probable cause of

contamination and cross contamination associated with food poisoning bacteria and viruses; sources of chemical and physical contamination; sources of common allergens; poisonous plants, fungi, animals, fish & shellfish; health conditions, symptoms and range of behaviours which may result in product contamination, poor hygiene as a cause of cross contamination. Risks to food safety from pests associated with the food industry such as rats, mice, cockroaches, flies, pharaoh's ants, stored product insects and birds; growth requirements of bacteria, to include temperature range (the temperature danger zone), pH, availability of water, oxygen, food and competition from other micro-organisms; separation of raw and cooked food during storage and preparation; importance of high risk food.

1.3   *Consequences for food safety from biological, chemical, physical and allergenic hazards:* Cause of food poisoning by presence and/or growth/survival of pathogenic microorganisms in food; outline of common food poisoning symptoms; significance of toxin and spore formation/germination and production of mycotoxins by growth of fungi; effect of biological, chemical, physical and allergenic hazards to consumers; effects on food business operators, food handlers and customers.

2.   **Understand food safety management controls**

2.1   *How food business operators can ensure compliance with food safety legislation:* Effect of poor food safety to food businesses, Legal responsibilities of food businesses operators and food handlers; importance of legislation (EC Regulation 852/2004 on the *'Hygiene of foodstuffs'*); The Food Safety and Hygiene (England) Regulations 2013, The Food Hygiene (Scotland) Regulations 2006, The Food Hygiene (Wales) Regulations 2006, The Food Hygiene Regulations (Northern Ireland) 2006, or any superseding legislation; requirements for food safety management systems and food hygiene training; requirements for fitness to work; role and responsibilities of Authorised Officers in enforcing legislation; powers of entry, examination and seizure of food, improvement and closure of unsatisfactory premises; the defence of "due diligence"; relevant sector specific guidance and Industry Guides to Good Hygiene Practice recognised by the Food Standards Agency (FSA) and Food Standards Scotland.

2.2   *Procedures for the application and supervision of good hygiene practice:*

2.2.1   *Contamination and cross-contamination:*   Using appropriate food handling practices and procedures for reducing the risk of contamination and cross contamination from biological, chemical, physical and allergenic hazards by ensuring safe working practices such as ensuring food is handled as little as possible, hand washing, colour coding of equipment and cloths, correct wearing

of protective clothing, safe practices of dual use equipment in accordance with current guidance, washing of fruit and vegetables, use of food grade materials and separation of raw and ready to eat foods during storage, preparation and display.

2.2.2 *Temperature control:* Importance of temperature for the growth of microorganisms; range of 'The Temperature Danger Zone'; reduction of microbial growth in food by controlling time and temperature; use of refrigerators, blast chillers/freezers, freezers, cold rooms and temperature controlled environments; correct temperatures for the delivery, storage, preparation, cooking, hot holding, cooling, re-heating, display for sale of food, defrosting and freezing; maintaining and controlling correct food temperatures; CCPs and critical limits for ensuring correct food temperatures are maintained/achieved; methods for checking/monitoring food temperatures; need for temperature control during storage and transport of food; maintenance of the "cold chain".

2.2.3 *Standards of personal hygiene in the workplace*: requirements for maintenance of good personal hygiene; main points of "Food Handlers - Fitness for Work - regarding reporting of illness and exclusion of food handlers'"; requirements for protective clothing including cleaning and replacement; personal hygiene and food handling practices; prevention of contamination by good personal hygiene; effective hand washing techniques and provision of appropriate facilities.

2.2.4 *Pest prevention and control:* Signs of activity; environmental conditions inside and outside the food premises that may attract pests; environmental controls to deny access, harbourage, food and water; measures for control and elimination of food pests; monitoring the effectiveness of pest control; legal obligations of food business operators.

2.2.5 *Waste control:* Types of waste, e.g. packaging, oil, food waste and animal by-products; effect of waste on food safety; importance of waste disposal; identification of deteriorating and spoiled food; isolation of unsafe food, storage and disposal of waste and damaged or contaminated products; safe disposal of food past its '*use by*' date.

2.2.6 *Cleaning and disinfection:* How poor practices of cleaning and disinfection may cause food safety hazards; definitions of cleaning, disinfection, sterilisation, detergent, disinfectant, sanitiser; nature of chemicals used in cleaning, their mode of action and possible effects on the consumer, food and food equipment; safe storage of chemicals; advantages and disadvantages of mechanical and manual washing systems, in-house and contract cleaning systems; "clean as you go"; "scheduled cleaning", "2-stage cleaning and disinfection" and "cleaning-in-place", cleaning schedules; cleaning to prevent cross

contamination; supervision of cleaning operations to ensure food safety hazards do not arise.

2.2.7 *Controls for the receipt and storage of food*: Food intake and storage procedures; importance of, and methods for, stock control; date marking of food; current minimum durability dates of food; importance of traceability to food safety; need to be able to identify suppliers and/or customers in the event of unsafe food being received or produced.

2.2.8 *Monitoring and reporting:* Importance of monitoring to food safety; monitoring of pre-requisites and critical limits at Critical Control Points (CCP); supervision of cleaning practices, staff, hygiene and food handling practices; need to maintain and update records such as temperature control, staff training, cleaning, maintenance, pest control, stock control; recording corrective actions; customer complaints; records required for "due diligence" defence; requirement for effective communication with regard to monitoring and reporting procedures; need for effective communication for the supervision and training of staff and the maintenance and improvement of standards; hazard reporting; staff-supervisor and supervisor-manager reporting procedures.

2.3 *Requirements relating to the design of food premises and equipment:* need for the hygienic layout of food premises to comply with appropriate legislation and to reduce contamination and cross-contamination; work flow of product, packaging, people, equipment and waste; need for adequate structural finishes in food rooms and food storage areas; drainage, lighting and ventilation (including extraction of cooking fumes and grease); acceptable finishes for floors, walls and ceilings in food rooms, food storage areas, food preparation surfaces and equipment; provision of toilets and changing facilities for staff, adequate hand washing and equipment washing facilities; requirements for properties and maintenance of food equipment; how poor materials and condition of food premises and equipment can increase the risk of food safety hazards; importance of monitoring the condition of premises and equipment to reduce the risk of food safety hazards arising.

2.4 *Methods and procedures for food safety management:*

2.4.1 *Food safety controls:* Importance of food safety management systems; outline of HACCP and HACCP-based systems of food safety management; terminology, principles and procedures; pre-requisites for HACCP; good hygiene practice and good catering practice; use of systems such as 'Safer Food, Better Business' and other national support models; specific controls for biological, physical, chemical and allergenic hazards; food safety policies; stages in the implementation of a food safety management system; individuals' responsibilities within food safety management systems.

2.4.2 *Corrective actions:* Reasons why control measures may fail or break down; effect on food safety if variance occurs at CCPs and if critical limits are not met; corrective actions in the event of failure of control measures including pre-requisites; responsibility of individuals to report failure of control methods; responsibility of individuals to implement corrective actions.

2.4.3 *Evaluation of food safety controls:* reasons for and timing of reviews; importance of evaluating and verifying food safety controls; evaluation methods and procedures; role of staff in evaluating the effectiveness of food safety controls and procedures.

Unit 2: Role of the Supervisor in Catering

Guided Learning: 7 hours
Unit Level: 3
Unit reference number: D/616/4188

Summary of Outcomes:

To achieve this unit, a candidate must:

1.   **Understand the role of the supervisor in a catering environment,** *with reference to:*

1.1   The responsibility and level of authority of all relevant staff with respect to food handling practices
1.2   The requirements for induction and on-going training of staff
1.3   The importance of effective communication of food safety procedures
1.4   The importance of promoting a food safety culture

Indicative Content:

1.   **Understand the role of the supervisor in a catering environment**

1.1   *Responsibility and level of authority of relevant staff in respect to food handling practices: Roles and* responsibilities of food business operators, managers, supervisors and food handlers with regard to food safety and current legislation; food safety policies; importance and methods of making all staff, visitors, suppliers and contractors aware of food safety procedures.

1.2   *Requirements for induction and on-going training of staff:* Purpose of training; benefits; legal requirements; training methods; induction; HACCP based procedures; training for new systems/procedures; refresher/remedial training; content of training programmes; training resources; sources of advice and guidance.

1.3   *Effective communication of procedures:* Requirement for effective communication with regard to monitoring and reporting procedures; need for effective communication for the supervision and training of staff and the maintenance of standards; hazard reporting; staff-supervisor and supervisor-manager reporting procedures; importance of feedback to improve and update food safety controls and procedures.

1.4   *Food safety culture:* Meaning of food safety culture; role of supervisor in promoting an effective food safety culture and methods for doing so.

Unit 3: Role of the Supervisor in Retail

Guided Learning: 7 hours
Unit Level: 3
Unit reference number: H/616/4189

Summary of Outcomes:

To achieve this unit, a candidate must:

1.   **Understand the role of the supervisor in a retail environment,** *with reference to:*

1.1   The responsibility and level of authority of all relevant staff with respect to food handling practices
1.2   The requirements for induction and on-going training of staff
1.3   The importance of effective communication of food safety procedures
1.4   The importance of promoting a food safety culture

Indicative Content:

1.   **Understand the role of the supervisor in a retail environment,** *with reference to:*

1.1   The responsibility and level of authority of all relevant staff with respect to food handling practices
1.2   The requirements for induction and on-going training of staff
1.3   The importance of effective communication of food safety procedures
1.4   The importance of promoting a food safety culture

1.1   *Responsibility and level of authority of relevant staff in respect to food handling practices: Roles and* responsibilities of food business operators, managers, supervisors and food handlers with regard to food safety and current legislation; food safety policies; importance and methods of making all staff, visitors, suppliers and contractors aware of food safety procedures.

1.2   *Requirements for induction and on-going training of staff:* Purpose of training; benefits; legal requirements; training methods; induction; HACCP based procedures; training for new systems/procedures; refresher/remedial training; content of training programmes; training resources; sources of advice and guidance.

1.3 *Effective communication of procedures:* Requirement for effective communication with regard to monitoring and reporting procedures; need for effective communication for the supervision and training of staff and the maintenance of standards; hazard reporting; staff-supervisor and supervisor-manager reporting procedures; importance of feedback to improve and update food safety controls and procedures.

1.4 *Food safety culture:* Meaning of food safety culture; role of supervisor in promoting an effective food safety culture and methods for doing so.

Candidates successfully achieving this qualification will have factual, procedural and theoretical knowledge and understanding of Food Safety to complete tasks that while well-defined, may be complex and non-routine. Candidates can interpret and evaluate relevant information and ideas, they are aware of the nature of Food Safety and the different perspectives or approaches within Food Safety.

Assessment and Grading

The knowledge and understanding of the candidates will be assessed by a multiple-choice examination consisting of 45 questions, provided by RSPH.

The qualification is graded as either *Pass* or *Distinction*. Candidates who fail to reach the minimum standard for the *Pass* grade will be recorded as having failed the assessment and will not receive a certificate.

In order to be awarded a *Distinction,* candidates must be able to recall relevant knowledge and facts from the entire specification with few significant omissions and demonstrate a high level of understanding of the principles and concepts used in food safety management. Candidates who attain a mark of 85% or greater will be deemed to have achieved the criteria for a *Distinction.*

In order to be awarded a *Pass,* candidates must be able to recall relevant knowledge and facts from some parts of the specification and demonstrate a satisfactory level of understanding of the principles and concepts used in food safety management such that the candidate will be able to satisfactorily work in the food manufacturing or related industries. Candidates who attain a mark of 67% or greater will be deemed to have achieved the criteria for a *Pass*.

The candidate will have 90 minutes to complete the examination

Strong performance in some areas of the qualification content may compensate for poorer performance in other areas.

Centre Guidance

Recommended Reading and/or learning resource:

Sprenger, R.A. 2015   Supervising Food Safety (Level 3) 16th Edition

Recommended prior learning:

It is recommended that candidates have a Level 2 qualification in Food Safety, or a Level 1 qualification in Food Hygiene obtained before November 2005. RSPH also recommends that candidates have a level of literacy and numeracy equivalent to *Level 1.*

Special Assessment Needs:

Centres that have candidates with special assessment needs should consult The Society's Reasonable Adjustments and Special Consideration Policy; this is available from The Society and The Society's web site (www.rsph.org.uk).

National Occupational Standards:

The qualification has been mapped to the following National Occupational Standards.

IMPFS102K. Understand how to maintain personal hygiene standards in food and drink operation.
IMPFS104K. Understand how to maintain workplace food safety in food and drink operations.
IMPFS107K. Understand how to identify and report potential food hazards in food and drink operations.
IMPFS114K. Understand how to carry out disinfection in food and drink operations
IMPFS144K. Understand how to control pests in food and drink operations

Recommended Qualifications and Experience of Tutors/Trainers:

RSPH would expect that tutors/trainers have teaching experience and a qualification in a relevant subject area, but recognises that experienced teachers/trainers can often compensate for a lack of initial subject knowledge, or experienced practitioners for a lack of teaching experience. For the Level 3 Award in Supervising Food Safety & Hygiene, RSPH recommends that a small team of tutors/trainers are used.

A suitable course team for the RSPH Level 3 Award in Supervising Food Safety & Hygiene qualification might include:

- Tutors/trainers with experience of the management of food catering and/or retail establishments and food hygiene
- Tutors/trainers with experience of HACCP
- Tutors/trainers with experience of legislation relating to food and food premises
- Tutors/trainers with a background in Environmental Health.
- Tutors/trainers with a degree, Higher National Diploma, or Higher National Certificate in Food Science, Environmental Health, Environmental Science, Microbiology, or Level 4 Food Safety qualification

Refresher

Authorised officers such as environmental health officers would expect food workers to ensure that their knowledge is kept up to date. RSPH recommends refresher training within 3 years.

Progression Opportunities:

On completion of this qualification, learners will be able to gain employment within the food sector, whether it is in a catering or retail environment, working in various areas. Candidates should be expected to be able to supervise others in these establishments where necessary/required.

Successful candidates can also progress on to further qualifications, such as:

- RSPH Level 4 Award in Managing Food Safety & Hygiene
- RSPH Level 4 Award in Managing the HACCP System

Guidance on Delivery:

This guidance is to support tutors with providing their learners with an optimal learning experience. It is not mandatory to follow this guidance but RSPH would expect that the delivery of the course is planned appropriately with sufficient content and differentiation to ensure that learners not only have an opportunity to achieve the learning outcomes but to gain a clear overview of their role in food safety. Indicative content has been specified but tutors are also encouraged to include additional information, where relevant, that would offer added value to their learners.

It is expected that learners would have prior attainment at level 2 before commencing this course, although not mandatory. However, previous learning may need refreshing and it is advised that tutors start the course with an informal discussion of the key points of fundamental food safety (such as temperature danger zone, contamination sources, etc.,) to gain an awareness of the needs of their learners. Therefore, the programme needs to be planned to meet the needs of both experienced and inexperienced learners.

The qualification is designed to cover the principles of supervising food safety and hygiene in catering, retail or other predominately food based environments.

Understanding and managing food safety hazards is the prevailing theme of this qualification and it is important that learners fully understand their own role in food safety which includes not only supervising food handlers but creating an environment that has a clear objective of ensuring safe food. The overarching requirement is that learners will apply their knowledge and understanding in their work place.

It is suggested that a variety of visual resources are used to illustrate the delivery of the course such as replica foods, canned foods, packaged foods, specimens of gnawed food packaging, empty containers of cleaning materials, cleaning cloths, colour coded equipment, storage containers and protective clothing. Relevant posters from the Food Standards Agency (FSA)/Food Standards Scotland (FSS) can also be used to reinforce key messages.

It is recommended that 'discovery' learning is used as a strategy, so that learners are drawing on their own experience and prior knowledge, wherever possible. Learner participation is vital for maximum involvement and it is advised that the tutor uses learning activities that require the learner to make contributions – such as identifying and controlling specific food safety hazards – so that they can pragmatically transfer their learning into their place of work.

It is recommended that a range of learner activities are used so that various learning styles are accommodated and to enable formative learning checks. Open questions, quizzes and scenarios are examples but it is also advised that the tutor includes some centre-devised multiple choice questions as a learning check so that the learner is prepared for this assessment method. To ensure that learners can apply their learning, interactive learning activities are recommended. For example, a kitchen floor plan activity could be prepared which would require learners to suggest workflow and where food preparation tables could be placed to avoid cross contamination. In terms of HACCP, a process flow diagram could be used for learner to identify hazards, control measures and Critical Control Points.

It is advised that learners are given topics or scenarios to consider between learning sessions, so that the learner is prepared to ask questions on the content and this can be fully explored. It is also beneficial for learners to lead on creating a glossary of terms (e.g. Critical Limits, etc.,) to support the embedding of their learning.

It is suggested that the tutor uses the role of the supervisor to focus on the full scope of food safety – pest control, temperature control, cleaning, etc., It is vital that learners understand that the level 3 qualification is not only involved with studying differing topics of food safety with added complexity but it is concerned fundamentally with how the food environment is supervised.

It is recommended that the legislation relating to the 14 named food allergens (Food Information Regulation 2014, no.1169/2011) is relayed in terms of not only how a supervisor should manage the food environment to minimise food allergen hazards but also raising the awareness of food handlers regarding food allergen hazards.

It is advised that tutors share information on industry guides to good practice such as 'Food Industry Guide to Good Hygiene Practice: Sandwich Bars' (FSA), 'Industry Guide to Good Hygiene Practice – Catering Guide' (BHA), etc.,) and highlight that these publications efficiently identify relevant legislation and best practice; plus, they are recognised by enforcement authorities.

It is suggested that tutors stress the importance of an effective food safety culture and staff training in a food business – these attributes are key to consistent food safety.

Activities that require learners to state what points should be covered in the induction of a food handler and when corrective training should take place will progress learners to understanding the benefits of good training and a positive ethos. Content on learning styles could also support this topic.

It is also recommended that the landing pages of the FSA/FSS internet website are demonstrated (as well as the specific internet link details) so that learners have a clear pathway to gaining further information after the course.

Other Information:

All RSPH specifications are subject to review. Any changes to the assessment or learning outcomes will be notified to Centres in advance of their introduction. To check the currency of this version of the specification, please contact the Qualifications Department or consult the RSPH website.

Centres must be registered with RSPH.

Any enquiries about this qualification should be made to:

The Qualifications Department,   Tel. 0207 265 7300
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