
Level 4 Award in Managing Food Safety and Hygiene (Catering/Manufacturing)

September 2017

Ofqual Qualification Number 603/2407/7

Guided Learning Hours: 40

TQT: 50

Description

The objective of the *Level 4 Award in Managing Food Safety and Hygiene* qualification is to cover all of the necessary aspects of food hygiene and safety in depth, providing candidates with a thorough knowledge. Essentially for managers and potential managers working in a food environment, whether in hospitality or the manufacturing industry. It concentrates on the need for programmes and procedures to be properly drawn up, introduced and monitored to ensure full compliance with the legislation.

The purpose of this qualification is to provide an in-depth knowledge of food safety and food hygiene. Holders of this qualification will have the appropriate knowledge and understanding of food safety to develop and implement food safety management systems.

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 “Level 3 Award in Supervising Food Safety and Hygiene” and other level 3 food safety qualifications.

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



<http://craftguildofchefs.org/>

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To achieve this qualification, a candidate must complete unit 1, and unit 2 or 3.

Summary of Outcomes:

Unit 1: Food Safety Management

Unit Level: 4

Unit reference number: H/616/4337

GLH: 24

1. **Examine food safety legislation, by being able to explain:**
 - 1.1 the food business operator and staff responsibilities with regard to food safety legislation
 - 1.2 the requirements of food safety legislation and procedures for compliance and enforcement

- 2 **Analyse food safety hazards and their controls by being able to explain:**
 - 2.1 the risks to food safety from biological, physical, chemical and allergenic hazards
 - 2.2 controls of biological, physical, chemical and allergenic hazards
 - 2.3 methods of monitoring and recording the control of food safety hazards
 - 2.4 the corrective actions required if food safety hazards are not controlled
 - 2.5 investigation of food safety incidents

- 3 **Review food safety management systems, by being able to explain:**
 - 3.1 processes to develop, implement, maintain, review and evaluate food safety management procedures, pre-requisites, resource allocations, roles and responsibilities
 - 3.2 communicate food safety management information to staff, visitors and suppliers
 - 3.3 strategies for developing and maintaining a food safety policy and food safety culture within an organisation

Unit 2: Food Safety Management in Manufacturing

Unit Level: 4

Unit reference number: K/616/4338

GLH: 7

- 1 **Evaluate management's role in operational requirements in food manufacturing** *by being able to explain the:*
 - 1.1 hazards associated with food manufacturing operations
 - 1.2 procedures for the control of contamination, cross contamination and cross-contact
 - 1.3 requirements for temperature control
 - 1.4 requirements of industry food safety standards

Unit 3: Food Safety Management in Catering

Unit Level: 4

Unit reference number: M/616/4339

GLH: 7

- 1 **Evaluate management's role in operational requirements in catering** *by being able to explain the:*
 - 1.1 hazards associated with catering operations
 - 1.2 procedures for the control of contamination and cross contamination
 - 1.3 requirements for temperature control
 - 1.4 food safety management systems used in catering

Unit 1 Food Safety Management

Content:

- 1 **Examine food safety legislation, by being able to explain:**
 - 1.1 *The food business operator and staff responsibilities with regard to food safety legislation:* the need for food safety legislation; effect of food related disease on consumers and food businesses; current food poisoning trends and statistics; importance of high standards of food hygiene and food safety and the benefits to consumers and businesses of effective food safety management systems; responsibilities of food business owners, managers, supervisors and food handlers with regard to food safety legislation and to co-operate with Authorised Officers in carrying out their duties; effect of poor food safety to food businesses, importance of maintaining appropriate food safety documentation and their relevance to the “due diligence” defence.
 - 1.2 *The requirements of food safety legislation and procedures for compliance and enforcement:* understand the requirements of UK and European legislation with regard to food safety (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; Legal responsibilities of food businesses operators and food handlers; 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, detention 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 **Analyse food safety hazards and their controls, by being able to:**
 - 2.1 *Analyse the risks to food safety from biological, physical, chemical and allergenic hazards:*

Food safety hazards: biological (to include bacteria, viruses, mycotoxins etc), chemical, physical and allergenic hazards; sources of biological hazards e.g. raw food, food handlers/visitors, airborne contaminants, waterborne contaminants, insects and other pests; sources of physical hazards e.g. buildings, installations and equipment, food handlers, pests, packaging materials, repair and maintenance activities; intrinsic and

extrinsic contamination; sources of chemical hazards both inherent and introduced e.g. pesticide and fungicide residues, cleaning chemicals, machine oil; knowledge of common food allergens as specified in current legislation, sources of allergens and symptoms of an allergic reaction; sources, food vehicles, symptoms, incubation periods and controls of common pathogens that cause food poisoning and food borne illness e.g. *Bacillus cereus*, *Campylobacter*, *Clostridium botulinum*, *Clostridium perfringens*, *Escherichia coli* O157, *Listeria monocytogenes*, *Salmonella*, and *Staphylococcus aureus*; toxic and infectious causes of food borne illness; risks to food safety from viruses, protozoa, non-biological hazards, chemicals, metals, natural toxicants etc; hazards associated with high risk foods, low risk and ready-to-eat raw foods.

discuss the main characteristics of microorganisms, structure, shape, size, multiplication of bacteria; conditions which allow the growth of microorganisms; timescales in bacterial multiplication; significance of the bacterial growth curve; significance of the temperature danger zone; the formation, activation and germination of spores and why they present a hazard; factors influencing their growth; the production of toxins, why they present a hazard, factors influencing their growth, difference between exotoxins and endotoxins.

conditions and signs of food spoilage e.g. bacterial, enzymes, chemicals, moulds, yeasts, rancidity, etc.

2.2 *Controls for biological, physical, chemical and allergenic hazards:*

Procedures to control contamination and cross-contamination: definition of contamination and cross-contamination; sources, vehicles and routes of contamination and cross contamination; procedures for preventing contamination and cross-contamination at all stages in a food business

Food Preservation: Explain the principals involved in the following methods of preservation e.g. Low and high temperatures, dehydration, chemicals, vacuum packing, controlled atmospheres, smoking and irradiation to control microbial and enzyme activity in food.

Supplier and stock control: importance of obtaining raw materials from approved suppliers; methods for assessing the food safety standards of suppliers; raw material specifications; types of food packaging; procedures for inspecting raw materials on delivery; reasons for rejection of deliveries such as inappropriate temperatures, damaged packaging, level of contamination; traceability, withdrawal and recall.

Storage conditions for chilled, frozen and ambient foods; allergen management; stock rotation; current statutory date marking requirements and relevance to food safety; record keeping to aid in "due diligence"

defence; identification of procedures to deal with unfit food.

Cleaning and disinfection: concept of "soil" in the food industry; definitions of cleaning, detergent, disinfection, disinfectant, sterilisation and sanitiser; properties and uses of detergents, disinfectants and sanitisers; principles of cleaning; energies required for cleaning; procedures for cleaning food rooms, equipment and utensils; microbiological, chemical, physical and allergenic hazards associated with incorrect cleaning practices; advantages and disadvantages of manual and non-manual cleaning methods; the management of cleaning chemicals and equipment; hazards associated with contamination of food by cleaning chemicals, incidents of food poisoning from cleaning chemicals; principles of "cleaning in place"; role of the manager in implementing and controlling an effective and workable cleaning programme; factors to consider when designing and planning cleaning schedules; advantages and disadvantages of contract cleaning; monitoring and evaluation of the cleaning process; legal obligations of food business operators.

Food pests and their hazards; rats, mice, flies, cockroaches, psocids, pharaoh's ants, stored product insects, birds; life cycles, behaviour and contamination risk; conditions attractive to pests; effect of pests on food; measures to prevent and control activity; explain the environmental, physical and chemical controls for different pests and the benefits/limitations of each; hazards due to the use of rodenticides and pesticides on food premises; monitoring procedures for the presence of pests and actions to be taken; selection of pest control contractors and monitoring of the contract; Integrated pest management; management role in pest control; pest control policy; legal obligations of food business operators;

Design, layout, construction and maintenance of premises and equipment: ideal site conditions for food premises; need for hygienic layout to minimise contamination; importance of a linear workflow; need for adequate structural finishes in food preparation rooms and food stores; sufficient drainage, lighting and ventilation; adequate disposal and storage arrangements for waste, refuse and waste food; requirements for hot and cold water, sinks and wash hand basins in food premises; standards for food equipment and its siting and maintenance; standards for other equipment used in food premises and its maintenance; consequence if standards not maintained; manager's role in the selection of and planned preventative maintenance of premises and equipment.

Waste management: Types of waste, e.g. packaging, oil, food and animal by-products; effect of poor waste management on food safety; identification and isolation of unsafe and spoiled food; secure storage of waste, damaged

or contaminated products; importance of and safe disposal of waste including foods with an expired 'use by' date; the law relating to waste;

Personal hygiene management: Hazards and controls associated with infections, skin complaints, unhygienic practices, jewellery, personal effects etc; selection and use of appropriate protective clothing; importance of management of hand washing, suitable procedures for effective hand washing (including appropriate facilities); hazards, controls and supervision of visitors, agency staff, contractors etc. describe how to develop, implement and manage an effective personal hygiene policy; the manager's role in ensuring high standards of personal hygiene requirements and selection of staff; legal requirements concerning personal hygiene; principles of "Food Handlers - Fitness for Work"; reportable medical conditions; medical screening of staff; methods for monitoring personal hygiene standards;

Staff training needs: managers role in and methods of assessing food safety and HACCP training; requirements for training / instruction within particular work areas; compilation of training programmes; components of a training course for personnel handling open, unwrapped food; training aids available for use with food safety courses; identification of learning difficulties that need to be addressed when assessing training needs; staff training records and their maintenance; legal requirements for training in food hygiene.

2.3 Methods of monitoring and recording the control of food safety hazards:

Monitoring and recording: importance of monitoring food safety control measures; how to monitor the effectiveness of cleaning and disinfection programmes; monitoring methods for suppliers, receipt of supplies and stock control; how to monitor the pest control policy; monitoring methods for personal hygiene management, staff hygiene and working practices; monitoring of temperatures at all relevant stages of the food business; monitoring of planned preventative maintenance of premises and equipment; the effectiveness of staff training; importance of calibrating thermometers and other measuring devices; sampling procedures; need for accurate records; responsibilities of management and staff for monitoring and recording activities.

2.4 Determine the corrective actions required if food safety hazards are not controlled:

corrective actions required in the event of contaminated raw materials, presence of pests; staff not following procedures; planned preventative maintenance not carried out; physical contamination detection methods not working correctly; chillers, refrigerators, freezers, cooking/processing

equipment at incorrect temperatures; thawing or cooking/processing food for too short a time.

- 2.5 *Investigation of food safety incidents:* vulnerable groups; role of the manager in a investigation of an incident; such as food poisoning; allergenic contaminations; physical contamination; liaison with Authorised Officers; procedures relating to food poisoning outbreak control; procedures for recall of contaminated products.

3 **Review food safety management systems, by being able to**

- 3.1 *Processes to develop, implement, maintain, review and evaluate food safety management procedures, pre-requisites, resource allocations, roles and responsibilities:*

Design of food safety management procedures: HACCP (Hazard Analysis and Critical Control Point) as a basis for food safety management systems: the seven principles of HACCP; HACCP terminology; advantages of HACCP; pre-requisites of a food safety management system; composition and training of the HACCP team; need for, and sources of, expert advice and guidance; stages in developing and implementing the system (the Codex logic sequence);

Hazard analysis: importance of hazard analysis and risk assessment

Control measures: identification of control measures to prevent, eliminate and reduce food safety hazards;

Critical control points:

Definition of critical control point, critical limit, deviation, target level and tolerance; identification of critical control points, establish critical limits, target levels and tolerance.

Monitoring systems: definition of monitoring, content of monitoring procedures; need for staff training in monitoring procedures.

Corrective actions: definition of corrective action, identify situations that may require appropriate corrective action(s); content of corrective action plans; recording procedures for corrective actions; need for staff training in corrective action procedures.

Documents and records: data recording and record keeping; importance of documents and records for “due diligence”.

Verification of food safety management procedures: importance of verifying and reviewing food safety management procedures; validation of the HACCP plan; evidence and information required for verification of food safety management procedures; verification methods such as ensuring accurate monitoring and recording, inspections and audits, observations of staff and processes, microbiological testing, use of consultants.

Circumstances that require amendments to food safety management

procedures: need to amend food safety management procedures if a review of procedures indicates that control methods are ineffective, or if enforcement officers recommend or require changes in procedures; the need to adjust factors or events that may require an immediate review and evaluation of the food safety procedures.

Implementation of amendments to food safety management procedures: Provision of resources for implementation; importance of monitoring and verifying new procedures

- 3.2 *Communicate food safety management information to staff, visitors and suppliers*: how to communicate issues related to food hygiene and food safety to staff, visitors and suppliers; importance of communicating any changes to HACCP procedures to relevant staff; need for clear and unambiguous language; need to vary the details of the food safety procedures for different job-holders and levels of staff; need to ensure that staff are made aware of their specific roles and responsibilities for food safety; sources of information available to managers, such as journals, industry guides, government web-sites, feed-back from supervisors, staff, customers, auditors, authorised officers.
- 3.3 *Strategies for developing and maintaining a food safety policy and food safety culture within an organisation*: importance of a positive food safety culture to a business; requirements of a food safety culture; methods for developing a culture of food safety within an organisation; need for effective communication within an organisation; methods for communication changes in protocols and procedures to groups and individuals within an organisation.

Unit 2 Food Safety Management in Manufacturing

1 Evaluate management's role in operational requirements in food manufacturing, *by being able to explain the:*

1.1 Hazards associated with food manufacturing operations:

Operational methods: hazards associated with operational methods; identify hazards which may be present at each stage of food production, including purchase, receipt, storage, preparation, thermal processing, cooling, packing, storage and distribution; outline the potential hazards associated with interrupted manufacturing processes such as cook chill, cook freeze; the importance of reviewing potential hazards and controls if making changes to the process e.g. new equipment, ingredients change.

1.2 Procedures for the control of contamination, cross contamination and cross-contact:

prevention of cross contamination of micro-organisms; prevention of cross-contact of allergens; prevention, detection and removal of physical, chemical, allergenic hazards in a manufacturing environment; the importance of cross-contact in manufacturing environments.

1.3 Requirements for temperature control

Requirements for temperature control; outline the legal and recommended temperature conditions for the storage, chilling, freezing, thawing, preparation, thermal processing, cooling, packing, storage and distribution; correct thermal processing, cooling, chilling, freezing, defrosting and re-heating of food; maintaining hot or cold temperatures of food; use of temperature controlled environments and equipment to maintain food safety; methods for measuring food temperatures; the requirements for efficient and hygienic use of chillers, refrigerated and frozen food storage units; corrective procedures if food is found to be at incorrect temperature.

1.4 Requirements of industry food safety standards

Role of Global Food Safety Initiative and Third Party Certification Schemes e.g. BRC, ISO etc; Food defence procedures e.g. threat and vulnerability assessment; Food fraud; Allergen management.

Unit 3 Food Safety Management in Catering

1 Evaluate management's role in operational requirements in catering, by being able to explain the:

1.1 Hazards associated with catering operations:

hazards associated with operational methods; identify hazards which may be present at each stage of food service, including purchase, storage, preparation, cooking, hot holding, serving, cold holding, chilling, freezing, thawing and re-heating food; outline the potential hazards associated with interrupted catering processes such as cook chill, cook freeze and sous-vide; the importance of reviewing potential hazards and controls if making changes to the process e.g. new equipment, ingredients change.

Hazards associated with particular food outlets such as hotels, hospitals, residential and nursing homes, "fast-food" outlets and take-aways, aircraft and trains, temporary and mobile outlets.

1.2 Procedures for the control of contamination and cross contamination:

Procedures to control contamination and cross-contamination: procedures for preventing contamination and cross-contamination at each stage of food service, including purchase, storage, preparation, cooking, hot holding, serving, cold holding, chilling, freezing, thawing and re-heating food.

1.3 Requirements of temperature control

Requirements for temperature control; outline the legal and recommended temperature conditions for the storage, preparation, cooking, hot holding, serving, cold holding, chilling, freezing, thawing and re-heating food; correct cooking, cooling, chilling, freezing, defrosting and re-heating of food; maintaining hot or cold temperatures of food. Use of temperature controlled environments and equipment to maintain food safety; methods for measuring food temperature; requirements for efficient and hygienic use of chillers, refrigerated and frozen food storage units; corrective procedures if food is found to be at incorrect temperature.

1.4 Food safety management systems used in catering

Procedures for managing food safety; role of Safer Food Better Business, Cook Safe and Safe Catering; Food Hygiene Rating Scheme.

Assessment and Grading

Attainment of the Learning Outcomes will be assessed by a synoptic examination set by RSPH. The examination will consist of two papers; paper one will consist of 20 short answer questions which have to be answered in 120 minutes; paper two will be assessed by a controlled assignment, which will have to be answered in 120 minutes, these will be linked to the candidates individual work place and be randomly selected by RSPH. All questions on both of the papers have to be answered.

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 and apply 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. The majority of answers to examination questions will be correct and relevant. Candidates who attain a mark of 80% or greater in *both* examination papers will be deemed to have achieved the criteria for a *Distinction*.

In order to be awarded a *Pass*, candidates must be able to recall and apply 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 catering or related industries. The majority of answers to examination questions will contain some information of relevance. Candidates who attain a mark of 50% or greater in *both* examination papers will be deemed to have achieved the criteria for a *Pass*.

The examinations are provided by RSPH

Centre Guidance

Recommended Reading:

Richard A Sprenger 2017 Hygiene for Management

Recommended prior learning:

It is recommended that candidates have a Level 3 qualification in Food Safety, or a Level 2 qualification in Food Safety. RSPH also recommends that candidates have a level of literacy and numeracy equivalent to *Level 2* (but see notes on Special Assessment Needs below)

National Occupational Standards:

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

PPL2GEN309	Maintain Food Safety when storing, preparing and cooking food
IMPFS134S	Develop working practices and procedures to manage food safety in food and drink operations
IMPFS117S	Develop and promote a food safety culture within food and drink operations
IMPFS114Sv1	Allocate roles and responsibilities for food safety management in manufacture

Further details of these National Occupational Standards can be obtained from RSPH Qualifications.

Restrictions on Candidate Entry:

Candidates should not enter, with another awarding body, for a Level Four qualification in managing food safety in catering.

Special Needs:

Centres that have candidates with special needs should consult RSPH's *Regulations and Guidance for Candidates with Special Assessment Needs*, this is available from RSPH and RSPH's web site (www.rsph.org.uk).

Recommended Qualifications and Experience of Tutors:

RSPH would expect that tutors have teaching experience and a qualification in a relevant subject area, but recognises that experienced teachers can often compensate for a lack of initial subject knowledge, or experienced practitioners for a lack of teaching experience. For the Level 4 Award in Managing Food Safety and Hygiene, RSPH recommends that a small team of tutors is used.

A suitable course team for the RSPH Level 4 Award in Managing Food Safety and Hygiene qualification might include:

- Tutors with experience of the management of catering and/or manufacturing establishments and food hygiene
- Tutors with experience of HACCP
- Tutors with experience of legislation relating to food and food premises
- Tutors with a background in Environmental Health

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 manufacturing environment, working in various areas. Candidates should be expected to be able to manage others in these establishments where necessary/required.

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

- RSPH Level 4 Award in HACCP Management for Food Manufacturing

Centres should be registered with RSPH

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 & 3 before commencing this course, although this is 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 intermediate food safety (such as HACCP key terms, 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 managing food safety in catering, retail or other predominately food based environments. The analysis food safety hazards and the evaluation of managing these 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 managing the food environment but ensuring that food safety management systems are effective and fully implemented. The overarching requirement is that learners will apply their knowledge and understanding in their work place.

It is suggested that examples of food safety management systems and record keeping are used to exemplify good and bad practice.

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 analysing a risk from a chemical hazard – 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 and quizzes are examples but it is also advised that the tutor includes some centre-devised scenario based 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. In terms of HACCP, learners could be given the scope and details of a food process and they would then need to construct a process flow diagram, identify hazards, control measures and Critical Control Points, critical limits and corrective measures. It would also be beneficial for a specific learning activity to be given that focusses on the differences between validation and verification.

It is advised that learners are given 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 ensures that learners understand the terms 'evaluate' and 'analyse' so that they are fully prepared for the summative assessment. It is vital that learners understand that the level 4 qualification is not only involved with taking full responsibility for food safety but working proactively to avoid risks to public health.

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 include content on participative leadership styles and management techniques and that learners are encouraged to consider their own CPD progression. Content on learning styles and Neuro Linguistic Programming (NLP) 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.

Any enquiries about this qualification should be made to:

The Qualifications Department,
Royal Society for Public Health,
John Snow House,
59 Mansell Street
London E1 8AN
Tel. 020 7265 7300
Fax. 020 7265 7301
E.mail info@rsph.org.uk
www.rsph.org.uk

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