

4. HOUSE RULES TRAINING

The House Rules Section contains 9 sub-sections each of which covers a particular subject of food safety management.

Every House Rule sub-section begins with guidance and then provides advice on how to write your own House Rules.

A template is then provided for use when writing the House Rules.

Your House Rules should reflect your current safe working practices on the 9 food safety subject areas covered in this manual.

WHAT YOU NEED TO DO

- Read the guidance provided at the beginning of this sub-section
- Draw up your own House Rules describing how you intend to manage the training of all your staff working in your business
- Draw up plans to retrain your staff when there have been breakdowns in your HACCP based system and where the corrective action is to review staff training
- Plan when you think refresher training will be needed
- Once you have completed all your House Rules, remember to update your Action Plan

Think about the training practices that you already have in place. It is possible that you will simply have to write these down to produce your Training House Rules.

THE TRAINING HOUSE RULES ARE AN ESSENTIAL COMPONENT OF YOUR HACCP BASED SYSTEM AND MUST BE KEPT UP TO DATE AT ALL TIMES



RELEVANT HACCP CHARTS: All HACCP Charts

TRAINING HOUSE RULES

Why is training important?

Training is important because the instruction and training of all food handlers is an essential activity in any food business if your staff are to learn how they can contribute to food safety.

This sub-section will provide you with guidance that will be relevant to your business. Once you have read this sub-section you will be asked to draw up Training House Rules, writing down the intentions you have in the management and running of the training part of your HACCP based system. A blank training record is also included to assist you keep track of your staff training. If you already have training records in use, which cover the same points as the example record found at the end of this sub-section, there is no need to change what you are currently doing.

Your Enforcement Officer will be able to offer you advice, guidance and support in setting up a HACCP based system appropriate to the type of business you run. The Officer will also be able to offer advice on training requirements for food handling staff.

Your business may also choose to provide its own instruction or in-house training, which could, for example, be based on past experience or on guidance materials ('Cook**Safe**' is an example of one of these) or self study/E-Learning. It is important to note that the Regulations do not require attendance on external training courses.

What type of training is needed?

Not all staff will need the same level of instruction, training or supervision. It will depend on the work that they carry out and the type of food they handle, their work experience and the training they have received in the past. On the next page are recommendations for you to consider in relation to training your staff.

New Staff Training Including Induction

Before starting work for the first time, it is good practice that all food handling staff should have received either written or verbal instruction on 'The Essentials of Food Hygiene' to make them aware of food hygiene (more details on this training are given below). New staff will also need instruction suited to the type of work that they will be asked to carry out in your business.

The Essentials of Food Hygiene

(For all food handlers at induction or as soon as possible after starting work)

This training is expected to cover personal hygiene, especially the importance of hand washing, reporting illness and the safe handling of food.

Hygiene Awareness Instruction

(For all food handlers/managers/supervisors at induction or as soon as possible after starting work)

This training is expected to build on 'The Essentials of Food Hygiene' training and develop knowledge of the basic principles of food hygiene. The topics covered will help advise your food handling staff on how to carry out the duties expected of them hygienically and may include the following subjects :

- the importance of good food hygiene practices
- food poisoning and symptoms
- routes, sources and prevention of contamination and cross contamination
- HACCP principles
- personal hygiene and reporting illness
- cleaning and disinfection
- temperature control
- pest control and maintenance of the premises
- stock control, food storage/protection and waste control

Relevant guidance on these issues noted above can be found in the House Rules sub-sections that follow on from this one. This information can be used by you to give your staff training on how these subjects are to be managed in your business.

In addition, it is good practice to train all your staff (food handling and service staff) in allergy awareness (refer to the **Cross Contamination Prevention House Rules** Section of this manual)

Supervision

All staff must be properly supervised. In a one-person business, supervision will not be possible. In this case, the person working in the business must have sufficient training and knowledge to work unsupervised.

Retraining

When a failure has occurred in any of the areas of your HACCP based system, the staff involved must be retrained and/or given new instructions to carry out their duties safely. Keeping a record of retraining (often one of the corrective actions) is part of building up your HACCP documentation and helps you to demonstrate that your system is working effectively. This manual has been designed in 5 key sections to make it easier to train or retrain your staff in one or even in all of the sections, at the pace that suits you.

Refresher Training

It is vital that your staff do not forget what they have learned and continue to put their training into practice. There are many ways for you to check that this is happening. This can be done at staff meetings or during one-to-one coaching/training sessions. Keeping a record of refresher training will become part of your HACCP documentation and help you to demonstrate that your system is working effectively.

Vocational Courses

Food hygiene training does not have to be conducted as a separate exercise. Many vocational courses will include food hygiene training e.g. National Vocational Qualifications (NVQ), or Scottish Vocational Qualifications (SVQ). Food handlers do not have to take additional hygiene training if their vocational course has provided appropriate training.

Formal Food Hygiene Training Courses

Basic – This course is usually for food handlers and will provide an introduction to food hygiene. It will normally last for 1 day and is usually delivered off the job in an accredited training centre. A formal certificate will be awarded on the successful completion of an exam. It is recommended that staff handling high risk food undertake this training, ideally within 3 months of starting work (subject to training course availability).

Intermediate – This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for 2-3 days. This course covers food hygiene in more detail and the principles of HACCP. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

Advanced - This course is usually for managers/supervisors with food handling staff responsibilities and will normally last for 5 days. It provides greater depth in food hygiene, food poisoning, microbiology and HACCP based systems. This course is usually delivered off the job in an accredited training centre and a formal certificate will be awarded on successful completion of an exam.

Your Enforcement Officer will be able to advise you on the courses most suitable for you and your staff and details of the nearest available courses.

HACCP Based Training

This manual is designed for you to draw up your own HACCP based system and can be used by you to train your staff. Your Enforcement Officer can give you advice, assistance and support in the introduction of a HACCP based system and advice on HACCP based training.

Your staff should receive training on your HACCP based system. The level of training they require will depend on their roles/duties for example :

Staff handling Low Risk Food (waiting staff, food service bar staff)

Will require to have an awareness of the system at induction or as soon as possible after starting work. These staff may have responsibility to control and monitor Critical Control Points (CCPs). (refer to the **Introduction** Section of this manual for further guidance on Critical Control Points (CCPs))

Staff handling High Risk Food (cooks, chefs, catering supervisors, kitchen assistants)

Will require a working knowledge and an understanding of the practical application of the HACCP based system at induction or as soon as possible after starting work. They will need to understand the hazards, the controls, which corrective actions to carry out, which procedures to document and have evidence to demonstrate that the procedures are being followed.

Managers or supervisors

Will also require to have a working knowledge and an understanding of the practical application of the HACCP based system (in relation to their duties) as soon as possible after starting work.

Managers/supervisors will need to manage or supervise food handling staff to ensure that they understand the hazards, the controls, which procedures to document and have evidence to demonstrate that the procedures are being followed.

The manager/supervisor will have a role to check that the procedures have been followed, verify that the system is working and checking that corrective actions and reviews have been carried out.

In a one-person business, management/ supervision will not be possible. In this case, the person working in the business must have sufficient training and knowledge of the HACCP based system. This includes, knowledge of the hazards, controls, corrective actions, review process and the supporting documentation. This person must also be able to demonstrate that the procedures are being followed.

WHAT YOU NEED TO DO NOW

To effectively manage the Training part of your HACCP based system and using the information in this sub-section for guidance, go to the next page and write a list of House Rules covering the training for you and your staff.

Here is an example of how you could write your House Rules :

Training House Rules	
Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New Staff Training including Induction	<p><i>All Food Handling Staff</i></p> <ul style="list-style-type: none"> - <i>Induction during first day of work</i> - <i>The Essentials of Food Hygiene and Hygiene Awareness Instruction to be carried out at induction or as soon as possible after starting work</i> - <i>HACCP based system training appropriate to their duties...</i> <p><i>Staff Handling Low Risk Food...</i></p>

Monitoring

Once you have completed your House Rules for Training, you must then monitor their use. Keep a record of the monitoring you carry out. This can be done by using the **Weekly Record**. (refer to the **Records** Section in this manual)

Corrective Action

If you find that your Training House Rules are not being followed you must make a record of the problem you have identified and the action you have taken to correct it (usually retraining). This information can also be entered in the **Weekly Record**.

It is required that all records of monitoring and any corrective action(s) taken be kept for an appropriate period of time to demonstrate that your HACCP based system is working effectively.

Action Plan

Once you have completed all your House Rules, remember to update your Action Plan.

The Training House Rules are an essential component of your HACCP based system and must be kept up to date at all times. Your House Rules need to be written to accurately reflect how you run your business and be readily understood by all of your food handling staff.

Note – When you have written all your House Rules to reflect how you run your catering business, you can then also use this information to assist in training your food handling staff in your HACCP based system.

TRAINING HOUSE RULES

Enter a statement of your Training House Rules in the table below:

Training House Rules Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New Staff Training including Induction	
Supervision of Staff	
Retraining	
Refresher Training	
Vocational and Formal Training Staff Handling Low Risk Food Training Staff Handling High Risk Food Training Manager/Supervisor Training	
HACCP Based Training	
Monitoring/checking and any other records appropriate to the Training House Rules	• Weekly Record
Other Training	

Signed Position in the business Date

The Training House Rules are an essential component of your HACCP based system and must be kept up to date at all times.

EXAMPLE OF AN INDIVIDUAL EMPLOYEE TRAINING RECORD

Name of Employee

Job Title Supervisor

Date employment commenced Date employment ended

	Date training due	Training carried out and by whom	Employee confirmation
New Staff Training including Induction			
Supervisory Training (if appropriate)			
Retraining			
Refresher Training			
Vocational and Formal Training Training appropriate to duties i.e. low risk, high risk or manager/supervisor.			
HACCP Based Training appropriate to duties, which may be based on the CookSafe House Rules as follows: 			
Other Training (eg. Allergy Awareness)			

Records of training and copies of training certificates are recommended to be kept for the duration of employment.

The completed training record is an essential component of your HACCP based system and must be kept up to date at all times.