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Qualification Specification

Highfield Level 4 International Award in Managing Food Safety in Catering

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Highfield Level 4 International Award in Managing Food Safety in Catering

Introduction

This specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your centre manager.

Key facts

Guided learning hours (GLH):	40
Assessment method:	Multiple-choice

Qualification overview and objective

The objective of this qualification is to provide managers and potential managers employed in a catering or retail business with the knowledge to manage the business in a way that ensures the safety of the food prepared and/or sold. This is also suitable for food safety trainers responsible for training food handlers, supervisors and managers.

The content covers the subject of food hygiene at a suitable depth to ensure learners have a thorough knowledge of hazards and controls. Its focus is on the importance of developing, implementing and monitoring food safety procedures.

Entry requirements

It is advised that learners already hold the Level 3 Award in Food Safety in Catering, or equivalent.

It is also advised that learners have a minimum of level 2 in literacy and numeracy, or equivalent.

Guidance on delivery

The recommended guided learning hours for this qualification is **40 hours**. Guided learning hours is the time an average learner is taught through lectures, tutorials, supervised study and blended learning. The delivery of this programme may be adjusted in accordance with learners' needs and/or local circumstances.

Guidance on assessment

This qualification is assessed by a multiple-choice examination, containing **60** questions. The exam must be completed in **2 hours.** Successful learners will have to demonstrate knowledge across the unit content and correctly answer **36** questions or more to achieve a pass, **42** questions to achieve a merit and **48** questions to achieve a distinction.

Completed examination papers should be returned to Highfield for marking. Results will then be provided to the centre.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing a learner for assessment. For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) Policy in the members' area of the Highfield website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

Tutors' requirements

Highfield requires that the nominated tutors for this qualification meet the following standards:

- **must** have a Level 4 Food Safety qualification; **and**
- should have a higher qualification such as Level 5 in Food Safety; **or** a relevant degree/diploma:
    - Food science
    - Environmental health
    - Home economics
    - Microbiology; **or**
    - one that contains elements of food safety.

Suitable teaching qualifications include:

- Highfield Level 3 Award in Delivering Training (RQF)
- Highfield Level 3 International Award in Delivering Training (IADT)
- level 3 or 4 PTLLS or above
- diploma or certificate in education
- bachelors or master's degree in education
- City & Guilds Teachers Certificate or equivalent
- level 3 or 4 NVQ in training and/or development
- professional trainers certificate
- proof of at least 30 hours of training in any subject

It is also required that nominated tutors **should** have a minimum of **two years'** relevant industry experience and knowledge in a work context and provide evidence of engagement with the food safety or related sector, including food safety training or enforcement.

Registered tutors are expected to keep up to date with developments in this subject through continuous professional development. Experienced trainers are encouraged to apply to become a Highfield LEAD trainer. Tutors should also sign the **training pledge** and ensure that all training materials used are current and up to date.

Trainers who are new to food safety with no prior experience in food safety/HACCP - may only be approved to deliver level 1 and level 2 food safety, provided they have achieved a level 3 qualification in food safety.

Trainers who have experience in the food safety/HACCP sector, as well as training experience - tutors can achieve the missing qualifications via self-study mode; although it is strongly recommended that they get support from another approved trainer to make the learning more effective.

Reasonable adjustments and special considerations

Highfield has measures in place for learners who require additional support. Centres can allow 25% additional exam time for learners with English as a second language when they sit the English exam. Centres must inform Highfield on the invigilation declaration document of any learners who were allowed this additional time.

Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance on other adjustments.

www.highfieldinternational.com/download
www.highfieldqualifications.com/Assets/Files/Highfield_Reasonable_Adjustments_Policy.pdf

ID requirements

All learners should be instructed, ahead of the course/assessment when the learner registers and/or receives any pre-course materials, to bring photographic identification to the assessment to be checked by the invigilator.

It is the responsibility of the centre to have a system in place to ensure that the person taking an examination/assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they are allowed to sit the examination/assessment and write the type of photo identification provided by each learner on the learner list under "Identification Provided". Highfield will accept the following as proof of a learner's Identity:

- national identity card (e.g. Emirates ID card)
- valid passport (any nationality)
- signed photocard driving licence
- valid warrant card issued by the police, a government department or equivalent
- other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card, etc.

For more information on learners' ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking 1 of the following:

- the Highfield Certified Manager Programme (CMP)
- level 5 food safety qualifications
- the Highfield Level 4 Award in HACCP for Management (CODEX principles) (RQF)
- hospitality competency-based qualifications

Useful websites

- www.highfieldqualifications.com
- www.highfieldinternational.com
- www.highfieldproducts.com

Recommended training materials

Hygiene for Management, Sprenger, R.A. Highfield.co.uk Ltd

Appendix 1: Qualification content

International Principles of Food Safety Management for Catering

GLH: 40
Level: 4

Learning Outcomes	*Assessment Criteria*
The learner will	*The learner can*
1. Understand the operational requirements needed to ensure food safety	1.1 Explain food business operator and staff responsibilities with regards to food safety 1.2 Explain how the design, layout, construction and maintenance of premises and equipment can affect food safety 1.3 Discuss the implementation, management and application of good hygiene practices, including cleaning, disinfection, waste disposal and pest control 1.4 Explain the procedures for supplier and stock control 1.5 Describe operational methods and safe working practices
2. Understand how to establish food safety management procedures	2.1 Outline the processes for designing and implementing food safety management procedures, including allocating resources, roles and responsibilities 2.2 Analyse the risks to food safety from microbial, physical, chemical and allergenic hazards in a specified food business 2.3 Communicate food safety management information to staff, visitors and suppliers 2.4 State the need for, and benefits of, staff training and the maintenance of training records
3. Understand the controls required for food safety	3.1 Review controls for microbial, physical, chemical and allergenic hazards in a specified food business 3.2 Discuss the methods for monitoring and recording food safety hazards 3.3 Determine the corrective actions required if food safety hazards are not controlled

Learning Outcomes	*Assessment Criteria*
The learner will	*The learner can*
4. Understand how to maintain food safety management procedures	4.1 Explain the methods for verifying the effectiveness of food safety management procedures 4.2 Describe the circumstances that require adjustments of food safety management procedures and how to implement the adjustments 4.3 Outline strategies for developing and maintaining a food safety culture within an organisation

Indicative content

- **Introduction to Food Safety and Contamination**
- Candidates must understand the importance of food safety management in catering by being able to:
  - define key terms relating to food safety including:
    - food safety/hygiene, food poisoning, contamination, hazard, risk, control, monitoring, corrective action, verification, food safety management system, pathogen, safe food
  - identify the benefits of good, and the costs of poor, food hygiene:
    - describe the benefits to food businesses, consumers and food handlers of high standards of food hygiene
    - explain the moral and economic impact of poor food hygiene practices to food businesses, consumers and food handlers
  - explain the importance of food safety procedures
  - evaluate recent outbreaks of reported food poisoning regarding causative organisms, food vehicles, contributory factors and controls
  - outline the characteristics of different food types:
    - identify and provide examples of the main characteristics of high risk, raw, low risk and ready-to-eat raw foods and outline the dangers associated with the contamination of each food type
  - explain the 4 main types of contamination associated with the production of food and analyse the risks posed to food safety, identify how they may occur and give examples of how they can be controlled and managed in the food industry:
    - define the 4 main food safety hazards: microbiological, physical, chemical and allergenic
    - give examples of sources of physical hazards, differentiate between intrinsic and extrinsic contamination and identify suitable policies and procedures regarding prevention, detection and removal
    - give examples of sources of chemical hazards (inherent and introduced) and compare and contrast suitable policies and procedures to control their prevention, detection and

removal
    - describe the main symptoms of an allergenic reaction and give examples of common allergens and identify suitable policies and procedures to prevent consumption by persons who are sensitive to allergens
    - describe and explain principal routes and vehicles and routes of contamination and cross-contamination
    - outline the possible consequences if food safety hazards are not controlled

- **Microbiology (Multiplication & Survival Hazards)**

- Candidates must understand how microorganisms pose a hazard to food safety by being able to:
    - discuss the main characteristics of microorganisms, including optimum growth requirements:
        - outline the structure, shape and size of bacteria and distinguish between the main types of bacteria
        - describe how bacteria multiply, and identify factors that influence bacterial multiplication
        - state the temperature range of the risk zone, optimum temperatures for bacterial multiplication, temperatures when most pathogens will stop multiplying and temperatures when they will die
        - identify timescales involved in bacterial multiplication and explain the significance of the bacterial growth curve
    - identify effective methods of destroying microbes:
        - methods include: heat (cooking, pasteurisation, ultra-heat treatment), use of chemicals, such as salt, sugar, acids
        - outline the principles involved with methods of preservation
    - explain how bacterial spores and toxins are formed and why these may pose a hazard within the food industry:
        - explain the term 'bacterial spore', identify the role spores play in the survival of bacteria, describe the conditions under which spores are formed and the consequences these may have for food safety
    - describe how some bacteria produce toxins and the consequences for food safety
    - identify the signs of spoilage and identify what may cause spoilage:
        - signs of spoilage to include bacterial activity, enzyme activity, moulds, physical damage
        - describe controls that can be utilised to control microbial and enzyme activity to reduce the rate of spoilage in food

- **Food Poisoning**

- Candidates must know and understand the main reasons for food poisoning and understand the importance of preventing illness by being able to:
    - describe common sources, food vehicles, incubation periods and controls of common food poisoning organisms:
        - distinguish the differences between toxic and infectious causes of food poisoning
        - explain the symptoms, sources, incubation periods and controls for the principal

pathogens that cause food poisoning
    - identify groups of people most at risk from food poisoning
    - explain the symptoms, sources, incubation periods and controls for food-related viruses and protozoa
  - know that chemicals, metals, poisonous plants and fish can cause serious problems in the food industry and provide examples of each
  - explain the role of management and enforcement officers in outbreak investigation:
    - identify the role of the manager, supervisor and food handlers regarding food poisoning outbreak investigation
    - determine, implement and review procedures relating to food poisoning outbreak control

- **Food Handlers and Personal Hygiene**

- Candidates must understand the importance of ensuring food handlers do not contaminate food by being able to:
  - outline how people are both sources and causes of food poisoning and identify the methods of controlling and monitoring food poisoning and contamination from personnel:
    - explain hazards associated with infections, skin complaints and injury and describe how these can be controlled
    - describe the responsibilities of all staff regarding personal hygiene
    - describe how non-food handling personnel (for example maintenance, contractors, visitors, delivery personnel) can contaminate food and be able to develop, implement and monitor procedures to control contamination from these personnel
    - outline unhygienic practices to be avoided in food handling areas, describe how they may cause contamination and suggest suitable controls
    - describe the importance of handwashing and explain suitable procedures for effective handwashing. Outline important times when hands should be washed
  - discuss the role of management in securing high standards of personal hygiene and preventing the contamination of food:
    - describe how to develop, implement and manage an effective personal hygiene policy
    - outline the manager's role regarding the reporting of illness and establishing and maintaining procedures regarding illness reporting and exclusion
  - outline the characteristics of protective clothing for food handlers:
    - identify and evaluate types of protective clothing which may be provided and describe how the provision of suitable clothing may prevent the contamination of food
    - outline the hazards that may be associated with the wearing of jewellery, personal effects and nail varnish/false nails and lashes, and be able to develop, maintain and monitor policies and procedures to control these hazards
  - identify the importance of excluding food handlers who are ill:
    - state the controls necessary for food handlers who are suffering from or suspected of suffering from food poisoning
  - discuss the benefits and limitations of medical screening for food handlers:
    - identify why carriers are of concern in the food industry and be able to develop,

implement and monitor suitable controls
    - identify the pros and cons of medical screening
    - identify the personal requirements necessary for food handlers and discuss the need for the careful selection of staff

- **Training and Education**

- Candidates must understand how the development, implementation and monitoring of food safety training can assist in the prevention of food poisoning and contamination of food by being able to:
    - identify the benefits of training and explain why planned training is essential within a food business:
        - explain how training can assist in the development of a positive food safety culture
    - analyse the factors requiring consideration (including content) when developing and implementing a food safety training programme and evaluate how the success of training can be assessed:
        - identify the benefits of assessing training needs for all levels of staff (including contractors and temporary staff) when developing food safety training programmes
        - state the importance of considering staff roles, experience and skills and explain how barriers to learning such as language or literacy may be overcome
        - describe a variety of methods which can be used to effectively communicate information and responsibilities regarding food safety, including procedural and legislative changes
        - describe sources of information and guidance which may be used when developing a food safety training programme
        - know the importance of implementing food safety training and outline the methods by which this can be achieved
        - explain the reasons for providing feedback to staff regarding food safety matters
        - outline the importance of developing supervisors to enable the effective reporting from management to supervisor regarding food safety and outline the importance of refresher training
    - outline the need for training records:
        - describe the need to maintain accurate and up-to-date training records
        - outline how training records can be of use to a food business

- **Food Hazards and Controls from Purchase to Service**

- Candidates must know and understand the role of the manager with regards to managing operational requirements regarding food production by being able to:
    - analyse and discuss the hazards associated with the operational methods of the organisation:
        - identify hazards which may be present at each stage of food production and service including purchase, delivery, storage, preparation, cooking, hot holding, cold holding and service
        - outline the processes and potential hazards associated with interrupted catering

processes such as cook-chill, cook-freeze and sous vide
    - explain the importance of analysing and evaluating potential hazards and controls in the event of change, for example, the introduction of a new process or equipment, or a menu change
  - identify and review controls and monitoring required for food purchase and supplier selection, receipt, storage (including the importance of stock control), preparation, thawing, cooking, cooling, reheating and serving:
    - identify suitable methods of selecting and monitoring suitable suppliers
    - outline the requirements for the safe transport, delivery and receipt of stock
    - outline how to monitor supplier food deliveries and describe suitable management actions in the event of poor supplier performance regarding food safety
    - describe and explain the principles of temperature control during storage for different food types and be able to develop, implement and monitor controls for the ambient, chilled and frozen storage of food
    - describe the principles of stock rotation and outline how to design, implement and monitor the effectiveness of the system
    - state the requirements of the date marking of food and explain the terms 'use by' and 'best before' and outline rules regarding the labelling of both packaged and open foods
    - describe the types of food packaging available which is designed to reduce the risk of contamination
    - outline the role of management regarding the production and service of safe food, including the need to identify staffing requirements and the provision of other adequate resources
    - identify the role of management regarding the provision of suitable resources, equipment and procedures regarding the transportation of food and outside catering events
    - outline extra controls which may be required when providing food to vulnerable groups or in non-routine circumstances such as airline catering
    - develop, implement, monitor and explain suitable procedures for the thawing, chilling, freezing, preparation, cooking, reheating, hot holding, display (ambient, frozen and chilled, packaged and open) and service and transportation of food
    - outline the recommended temperatures and conditions for the storage, preparation, cooking, cooling, display, transportation and sale of hot, frozen and chilled foods

- **The Design and Construction of Food Premises and Equipment**

- Candidates must be aware of their role in reducing the risks of food contamination from premises and equipment by being able to:
  - outline the requirements regarding site selection, construction materials and finishes:
    - describe how site selection and construction materials have an important role in securing and maintaining food safety
    - outline the considerations which should be made regarding the selection, construction and finishes for mobile and temporary food production areas
  - discuss the role of management regarding the satisfactory design and construction of food

premises and equipment:
    - identify the role of the manager when selecting new food equipment and premises (including temporary premises)
    - describe the role of the manager with regard to maintenance programmes, including establishing priorities for repair and improvements based on food safety risk
  - explain the importance of a linear workflow, including the segregation of processes:
    - identify how a linear workflow helps to prevent cross-contamination
    - discuss the hygienic principles for the design and use of food premises and equipment
    - outline the principles for the selection, siting and maintenance of food equipment
    - outline the principles for the selection, siting and maintenance of chillers, refrigerators and frozen storage units
  - discuss the need for the provision of washing facilities, ventilation, lighting and water, effluence and waste disposal:
    - describe the requirements for washing facilities, ventilation, lighting, water, effluence and waste disposal and outline the associated hazards and controls for each
    - describe handwashing and drying facilities which must be available for use by food handlers
    - explain why refuse, waste and unfit food should be stored and disposed of correctly and outline the methods of achieving this in a food business

- **Cleaning and Disinfection**

- Candidates must understand the importance of effective cleaning and disinfection in food premises and be able to:
  - discuss management's role regarding the principles and importance of cleaning and disinfection:
    - identify how the effective cleaning and disinfection of food premises and equipment assists in maintaining food safety
    - discuss the principles of cleaning and disinfection processes (including clean in place) and describe the appropriate methods of cleaning and disinfection
    - describe how to store cleaning materials and equipment correctly
    - discuss how to manage difficulties in cleaning premises and equipment
  - discuss management's role with regard to the systems of organising, controlling and monitoring cleaning and disinfection to assist in ensuring the safe production of food
  - outline the properties and functions of cleaning chemicals:
    - state the energies required for cleaning
    - describe the functions and desirable qualities of detergents, disinfectants and sanitisers and outline when and how each should be used
  - determine and implement cleaning schedules to help ensure effective cleaning

- **Pest Management**

- Candidates will know and understand their responsibilities regarding the implementation of operational procedures regarding pest control and be able to:
  - discuss the hazards and controls involving food pests:

- outline the hazards associated with pests and explain why pests must be controlled within the food industry
- explain the actions that should be taken by food handlers, supervisors and managers if evidence of pests is found
- outline a manager's role regarding developing, implementing and monitoring a pest control policy and describe the importance of keeping up-to-date records

- describe the main food pests and their habits:
  - identify the characteristics and habitats of the main food pests, including rodents, insects and birds, and identify how to detect signs of an infestation
  - describe the conditions that pests require to thrive
- identify the principles of pest control:
  - list and explain the main types of environmental, physical and chemical control for different pests and outline the benefits and limitations of each
  - know the importance of proofing and good housekeeping in relation to pest control
- describe the considerations to be made when selecting a pest-control contractor:
  - identify how a pest contractor should be selected and the criteria that may be used to ensure they are suitable
  - explain the importance of monitoring the activities of the pest controller

- **Food Safety Management and HACCP**

- Candidates will know and understand their role in developing, implementing, monitoring, reviewing and evaluating the implementation of food safety management procedures and be able to:
  - describe the concept of HACCP and have the knowledge to implement an effective food safety management system based on HACCP principles and food safety procedures:
    - identify the origin and purpose of HACCP-based food safety systems and identify how they can be used by different food businesses
    - explain how the development and effective implementation of food safety management systems will benefit both consumers and food businesses
    - describe how food safety management systems may be developed, implemented and maintained within a food business
    - identify and give examples of expert guidance and support that a food business may need to develop and implement for food safety management systems
  - know the preliminary steps required prior to implementing a food safety management system:
    - explain the basic terminology of HACCP
    - explain what is meant by a prerequisite programme, and explain the importance of prerequisites in a food business
    - identify the benefit of a team approach when developing a HACCP study
    - outline the training which HACCP team members require
    - list and describe the 7 principles of HACCP
    - explain the importance of determining the scope of the HACCP study and the terms of reference

- explain the importance of identifying hazards and controls
- describe the purpose of control measures and provide examples of controls which can be applied during the production and service of food
- describe the significance of determining critical steps in the process
- outline the criteria that should be used to establish critical limits, tolerances and target levels at each critical control point
- explain the importance of developing and implementing suitable monitoring procedures and identify how these can be developed and give examples of a variety of the monitoring methods which may during production and service of food
- explain the importance of establishing suitable accurate recording systems and describe a monitoring record which may be produced for the production and service of food
- explain the manager's role with regard to establishing roles, responsibilities and reporting routes for the monitoring and supervision of control measures
- identify the types of failure which may occur at critical control points and determine suitable corrective actions which may be applied during the production and service of food
- explain the manager's role with regards to establishing roles, responsibilities and reporting routes for corrective action plans
- explain why corrective action plans should be established in advance of failures and how this can help to prevent food safety problems
- describe the procedures to verify the effectiveness of the food safety management system
- describe the documentation that should be developed as part of a HACCP study

- **The Role of the Manager**

- Candidates must have an understanding of the role of the manager in securing food safety, and be able to:
  - discuss the manager's role in ensuring food safety
  - outline the methods by which the management of food safety can be achieved:
    - outline the manager's role regarding developing, implementing, monitoring, reviewing, evaluating and reviewing food safety procedures
    - describe ways to determine the success of food safety management procedures and outline how to audit, review and improve food safety management procedures
    - explain the importance of regularly reviewing of procedures and identifying when planned and urgent reviews should take place
  - explain the importance of the allocation of responsibilities within a food organisation:
    - state why all staff within a food business have a responsibility for food safety and outline the importance of clear reporting routes
    - explain the role and responsibilities of food handlers with regards to food safety, including following procedures and the monitoring of controls
    - explain the role and responsibility of supervisors with regard to food safety
    - describe how effective supervision procedures can assist in ensuring food safety and outline methods of developing, implementing, monitoring, evaluating and reviewing

those procedures

- describe the importance of a food safety policy and outline the content of a typical food safety policy:
  - explain the general content and importance of a food safety policy with reference to both routine and non-routine procedures
  - explain the importance of including policies and procedures regarding the investigation of food poisoning allegations and customers' complaints
- outline the sources of information available:
  - identify other relevant sources of further information advice and the guidelines relating to food safety and identify when this may be required
- identify strategies for promoting a good safety culture within a food business:
  - explain the importance of developing a positive food safety culture within a food business
  - identify strategies to achieve, maintain and improve a positive food safety culture, for example, effective development and communication of food safety procedures, provision of training and other resources, encouraging feedback, having clear reporting routes