Certification Scheme for Food Safety Persons in Charge - Version 2.0

(Rules and Regulations Pertaining to Certification Bodies, Food Establishments and Training Providers)

A4-1   SCHEME

The scheme is called certification scheme for food safety person in charge.

A4-2   SCHEME OWNER

The Food Safety Department-Dubai Municipality is the scheme owner. The Food Safety Department has the sole authority to develop, change or modify the requirements of this scheme.

A4-3   SCOPE

This training and certification scheme is applicable to the following:

- Persons managing or supervising food safety in a food establishment. The scheme has two levels of certification i.e. 'Person in Charge Certification' and 'Advanced Person in Charge Certification.' The person who meets the requirement of this scheme will be referred to as 'PIC.'
- Trainers who provide trainings to persons working in food premises. The certified person will be "Certified Trainer."

SECTION I

RULES AND REGULATIONS PERTAINING TO THE REQUIREMENT OF A PERSON IN-CHARGE IN FOOD ESTABLISHMENTS

A4-4   General Requirements

i.   All food establishments shall have at least one (1) full time, on-site PIC Certified in Food Safety.

ii. Requirements, responsibilities, training and assessment of the PIC will depend on the category and scope of the food business as classified in Table 4.

iii. The Qualification Certificate (certificate of competence issued by the EIAC accredited certification body) of the Person in Charge shall be retained in the establishment and should be provided to the representatives from the Food Safety Department when required.

iv. Once the employment of a Person in Charge is terminated, establishments shall have thirty (30) days to employ a new Person in Charge Certified in Food Safety. Proposed Person in Charge should enrol for the training program with approved training provider within 15 days and obtain the certification.

A4-5   Competency Requirements of Certified Person in Charge

i. In order to become a Person in Charge certified in food safety, an individual must meet the following requirements:

a. The person should be formally nominated as a PIC by the owner or management of the food business.

b. Registered and authenticated as a Primary or Secondary PIC on the Foodwatch platform.

c. Successfully completed the Dubai Municipality approved Basic Food Safety qualification.

d. He or she should have basic language skills to read and write in English or Arabic with a minimum of high school level qualification.

e. Able to communicate effectively in Arabic and/or English language and have basic skills to use mobile applications.

f. Successfully complete Food Safety Department approved Person in Charge Certification training.

g. Successfully passed a Food Safety Department approved Person in Charge Certification Examination & qualified for certification by the EIAC accredited certification body.

ii. In order to obtained the Advanced Certification as a Person in Charge of establishments with specialized processes or activities such as catering, manufacturing etc. an individual must fulfil following requirements in addition to the above:

a. Successfully complete the training on additional modules appropriate to the business activity as listed in Table 3.

b. PICs with advanced qualifications in Food Safety or Food Safety Management System/HACCP can directly take the assessment without attending the training on additional modules.

iii. Each certified Person in Charge shall receive a certificate valid for a period of five years from the date of issuance.

iv. The Certified Person in Charge shall undergo a certified refresher training course before the end of the third year of initial certification or whenever the deficiency in the competency is observed.

Note: Requirements pertaining to refresher courses and re-certification will be provided in the subsequent editions of this document.

A4-6   Nomination procedure of Person in Charge

i. Requirements of Table 4 must be considered while nominating the Person in Charge.
ii. Hotels that have more than one kitchen or production area but working under the same management, it is not necessary to have a PIC in each area unless the area is physically isolated from the other areas where the PIC is present. This rule is also applicable to larger food establishments with multiple kitchens or production areas that handle high-risk foods. If the kitchen or production area/restaurant is managed by any independent subcontractor/franchisee with independent management then all such food premises are required to have PICs.

SECTION II

RULES AND REQUIREMENT PERTAINING TO FOOD SAFETY DEPARTMENT, CERTIFICATION BODIES, TRAINING COMPANIES AND TRAINERS

This section outlines the requirements for Food Safety Department, Certification Bodies, Training Companies and Trainers who offer the mandatory Accredited Qualifications for Persons in Charge of food establishments in Dubai. It describes the roles and responsibilities of Food Safety Department, Certification Bodies, Trainers and Training Companies that provide the training and specifies the conditions to obtain approval from the Food Safety Department and Emirates International Accreditation Centre.

This section also contains codes of practice for Certification Bodies that provide the qualification, standards required for Training Companies and Trainers registered with the Certification Bodies. The section of the document provides information of the service levels that Dubai Municipality

expects from Certification Bodies and Training Companies to ensure that qualifications offered are relevant and up to date.

A4-7   Role of Food Safety Department

The role of the Food Safety Department in relation to the training:

 i.   Develop, implement, review and update the requirements of Person in Charge program;
 ii.   Work with the Emirates International Accreditation Centre to establish and maintain processes for the accreditation scheme for Certification Bodies to certify food safety trainers and Persons in Charge;
 iii. To set approval criteria for trainers based on technical expertise, competence, qualifications and experience;
 iv.   Ensure compliance by auditing the certification programs;
 v.   Monitor the certification process, examination process and implementation of the program
 vi.   Monitor and evaluate the implementation and outcomes of the training programs;
 vii. Investigate noncompliance or complaints reported by but not limited to Certification Bodies, training companies, trainers, food establishment or trainee;
 viii. Recommend withdrawal or suspension of trainer, training company or Person in Charge certification if required;
 ix.   Review and change programs where evaluation of the implementation of food safety standards show that the objectives of the programs are not achieved.

A4-8   Requirements for Certification Bodies

A4-8.1 General Requirements

 i.   Certification Bodies require a formal approval from the Food Safety Department to conduct the Person in Charge program.
 ii.   The Certification Bodies require prior experience in offering formal qualifications (accredited) and shall have the capability to develop and manage to the program based on the ISO/IEC 17024:2012 standards
 iii. The Certification body shall be accredited by the Emirates International Accreditation Centre (EIAC) prior to offering the qualifications.
 iv.   The accreditation shall meet the requirements of the ISO/IEC 17024:2012 Standard.
 v.   Certification Bodies must have a formal and documented consent from the Food Safety Department on the fee for the certification program.

vi. Certification Bodies shall provide high level of customer services to the trainers and the candidates who take the qualification.

vii. Certification body activities shall be structured and managed so as to safeguard impartiality. CB and any organization related to the CB shall not provide trainings for this scheme or any training related to the scheme.

viii. Certification Bodies shall have adequate competent personnel for the specific tasks and responsibilities for the scheme.

A4-8.2 Responsibilities of Certification Bodies

i. Certification bodies shall develop relevant and up to date training material. The material shall be approved by the Food Safety Department before they are shared to the trainers.

ii. Certification bodies shall provide training materials based on the modules provided by the Food Safety Department and offer training in Arabic and English languages.

iii. Certification bodies shall:

    a. Develop the course materials based on the learning objectives mentioned in the modules developed by the Food Safety Department and refer to the latest version of the Food Code and relevant local regulations.

    b. Include the activity book in the training material provided by the Food Safety Department.

    c. Decide and conduct standardized online examinations in at least Arabic and English language.

    d. Certification bodies shall manage and verify the process of:
- Registering candidates for examinations
- Providing information to Food Safety Department about conducting examinations
- Issuing results /certificates
- Responding to enquiries and appeals about results
- Dealing with malpractice
- Obtaining and evaluating trainee feedback
- Conducting announced and unannounced audits of training companies and training sessions
- Conducting regular assessment of trainers based on their competency
- Conducting train the trainer program when there is a new program or modification in the existing program

iv. Procedures and documentation relevant to implementation of this scheme shall be approved by the Food Safety Department and all these requirements shall be clearly communicated to the trainers.

v. Certification bodies shall meet the requirements of ISO/IEC 17024: 2012 standards.

vi. Certification bodies shall witness at least 5 percent of training sessions provided by each trainer in a year to verify the training procedure and trainer's competency. The following requirements apply to witnessing program:

- witnessing shall be conducted by a qualified observer who has the necessary competency and skills to assess the trainer
- witnessing should be carried our based on a 'Witnessing Plan' made with the consent of the Food Safety Department.
- witnessing plan shall be submitted to Food Safety Department at the beginning of each quarter.
- The role of qualified observers is to assess the trainer and the training session without interfering with the progress of the session.
- Observation process should be mutually agreed between the Certification bodies and the Food Safety Department.

vii. Certification bodies shall monitor the continuous professional development of trainers, observers and examiners.

viii. Certification bodies shall conduct program reviews (review meetings) and generate an internal rating scale for trainers based on their performance.

ix. Certification bodies shall provide the Food Safety Department with access to records and documentation regarding trainers' qualifications and audits. The department shall also have access to examination questions, examination scripts, records of marking and any other relevant documents associated with the program.

x. Certification Bodies shall take appropriate action upon request of Dubai Municipality Food safety Department against certified persons. The appropriate actions can include suspension and/or withdrawal of certification.

xi. Certification Bodies shall have clear rules for suspension and withdrawal.

A4-8.3 Conduct of Examinations and Assessments

i. Certification bodies shall take appropriate action to ensure that quality and integrity of the examinations and certification are not compromised.

ii. Certification body should appoint trained and qualified personnel as invigilators. There should be at least one invigilator for every 20 candidates.

iii. Examination should be conducted on-line, using a secure process. The Certification bodies shall provide necessary devices (computers/tablets etc.) to the candidates to take the examination.

iv. Certification Bodies shall ensure that devices used for the assessment are in good working condition, electrically charged and have adequate processing speed.

v. Certification Bodies shall ensure that reliable internet connection with adequate speed is available for the examination.

vi. All seating should be arranged to prevent candidates from being able to overlook each other's work. Candidates should be seated at separate desks that should normally be placed at a distance of not less than 1.25 meters apart (measured from the centre of the desk). In circumstances where candidates share a large desk or under circumstances when the recommended distance cannot be provided, invigilator shall be extra vigilant & multiple versions of the online examination/randomized questions should be available to each candidate.

vii. Invigilators must supervise candidates throughout the examination. They must be alert in observing candidates and must give their whole attention to the proper conduct of the examination.

viii. Invigilators must not undertake any other activities while invigilating. For example, they cannot act as a reader or writer for any candidate nor provide translations and interpretations.

ix. If an invigilator observes any inappropriate behaviour from the candidates such as any form or cheating, talking or intentionally disturbing other candidates, he/she must intervene to ensure that it does not continue. With serious incidents of such behaviour, the examination of such candidate should be cancelled, and candidate should be instructed to leave the examination room after collecting his/her answer sheets/examination papers.

x. The Certification bodies should formally notify the Food Safety Department if the trainers or training companies fail to comply with the requirements stipulated in this document.

xi. The certification bodies shall allow the candidate to re-sit once for the examination if unable to achieve passing score.

xii. The certification bodies should ensure that the candidate shall attend full Person in Charge training course if unable to pass the re-sit exam.

A4-8.4 Train the Trainer program

i. The Certification body shall conduct the train the trainer program for all the trainers in accordance with ISO 17024 requirements.

ii. The program shall be approved by the Food Safety Department before they are offered to the trainers.

iii. Certification body shall conduct an initial assessment of the applicant to ensure the compliance of trainer requirements (Clause A4-11) prior to trainings.

iv. At the conclusion of this program, the trainer shall be able to:
- Plan the delivery of a course by ensuring that all the key elements of effective training are present.
- Learn how to communicate one's message effectively.
- Develop techniques to overcome barriers to learning.
- Gain techniques for providing encouragement and coaching during the training process.

v. The Certification body shall assess the trainer at the completion of the program to ensure that the trainer demonstrates the knowledge and skills required for the Person in Charge program.

A4-9   Requirements for Training Companies

A4-9.1 General Requirements

i. Training companies shall have a valid trade license and permit from concerned local authorities with appropriate business activity related to food safety. The other activities on the license must not conflict with the scope of the training activity.

ii. Training companies shall be approved for a period of one year unless the approval is revoked earlier by the Food Safety Department or surrendered by the company.

iii. Individuals as well as companies may gain approval as trainers of food safety training provided that the individual themselves or companies with at least one person with the knowledge, experience and skills meet the criteria set out in section 4 of this document.

iv. Training companies must have adequate systems and resources in place – including staff and, where appropriate, equipment, materials and software to support the delivery of the training programs. They must ensure that their staffs are competent with appropriate knowledge & skills.

v. Training companies must notify the Food Safety Department and Certification body at least one week before the training schedule date along with the management representative's name, trainer name, training course location and detail of trainees.

vi. Training companies must use the Food Safety Department approved training material provided by the Certification bodies.

vii. Training companies must always adhere to the quality process and procedures of the Food Safety Department and the Certification Body.

A4-10 Requirements for Trainers

A4-10.1 General Requirements

i. A food safety trainer shall be approved by Food Safety Department and registered with the EIAC Accredited Certification bodies to conduct training.

ii. Trainer shall be a full-time employee in an establishment authorized and approved by the Food Safety Department to conduct PIC training.

iii. The trainer shall have:
- a clear understanding of the PIC competence standards (Table 1 & 2)
- the necessary knowledge, qualifications, experience (Clause A4-10.3 & Table 3)
- comprehensive understanding of the Food Code and other relevant legal requirements
- the necessary training skills to deliver the training program effectively.

iv. The trainer shall successfully complete a formal assessment conducted by the Food Safety Department.

v. The trainer shall deliver a training developed by certification body which focuses on the training need(s) of the Person(s) in Charge and achieving competences particular to the workplace.

vi. The trainer shall use different means to deliver practical knowledge to the trainee.

A4-10.2 Applying for trainer approval

The process of approving & registering applicants for their suitability to work as food safety trainers includes assessment and certification by the Certification bodies accredited by the Emirates International Accreditation Centre and approved by the Food Safety Department.

i. The applicant must provide following information to the Food Safety Department for the approval as a Person In-Charge trainer:
- Attested qualifications, certificates & records

- Detailed résumé with relevant experience.

ii. The applicant shall register as an approved Person-In Charge trainer with the accredited Certification bodies after obtaining approval from the Food Safety Department.

A4-10.3   Qualification, Experience and Knowledge

Trainers must demonstrate that they have the relevant qualifications, knowledge, experience, and skills in food safety and training.

A4-10.3.1   Food Safety Qualification:

i. Trainers shall hold a verifiable Degree or post graduate Diploma that encompasses one or more of the following fields:

- Food Science or Food Technology
- Food Safety
- Environmental and/or Public Health
- Food Microbiology
- Management in the hotel, catering, or retail sectors (with minimum 2 course related to food science/food safety.
- Microbiology or Biotechnology chemistry, agriculture (with minimum 2 course related to food science/food safety)

ii. Trainer shall have formal qualifications in advanced food safety from qualification providers recognised by the Food Safety Department appropriate to the level of training offered.

A4-10.3.2   Food Safety Experience

Trainer must have:

i. At least five (5) years of experience in the field of food safety of which there should be at least three (3) years of industry experience in managing or supervising food safety in a food establishment.

ii. Trainer shall provide verifiable evidence of work experience to the Food Safety Department and the Certification Body.

A4-10.3.3   Training Qualifications

Trainers shall hold a teaching certificate, or a degree recognized by the Food Safety Department and/or Train the Trainer course offered by accredited Certification body (Clause A4-8.4).

A4-10.3.4 Demonstration of Knowledge and Skills

Trainers are required to demonstrate their training competency through both formal and informal assessment throughout the time they offer qualifications.

A4-10.3.5 Continuing Professional Development (CPD) for Trainers

Trainers should strive to continually update and improve their knowledge of issues and developments within the area of food safety and apply that knowledge for training.

a. The objective of CPD is to maintain high standards of professionalism and to ensure that knowledge is translated into communication of best practice to the trainees. CPD contributes to three basic areas:
   - Maintenance of professional competence
   - Enhancement of existing knowledge and skills
   - Development of new knowledge and skills.

b. The CPD points for various programs can be obtained from any activity recognized by Food Safety Department and/or other regulatory bodies.

c. To retain the approval to train, trainer shall:
   - Maintain a continuous, up-to-date and accurate record of their CPD activities
   - Seek to ensure that their CPD has benefited the quality of their practice
   - Submit a written profile containing evidence of their CPD to the Food Safety Department & Certification body.

d. Demonstrate that their CPD activities are a mixture of learning activities relevant to current or future practice (Clause A4-10.3.6).

e. Trainer's approval will be revoked if the trainer is unable to submit the evidences of their CPD activities.

A4-10.3.6 CPD Activities

A trainer's CPD shall include activities in at least three of the followings (Table 5):

a. Food Safety work-based learning (e.g. attending formal training, workshops, conferences that offer advanced knowledge or competencies essential to improve the current capabilities) – Minimum 50% of CPD hours (15 hours)

b. Professional activity (e.g. involvement in a food safety professional body, mentoring) - Minimum 20% of CPD hours (6 Hours)

c. Formal education related to food safety or relevant fields (e.g. further/ higher education) - Minimum 20% of CPD hours (6 Hours)

d. Self-directed learning (e.g. reviewing books / articles related food safety and/or relevant topics) - Minimum 20% of CPD hours(6 Hours)

e. Other (e.g. voluntary work in food safety events) - Minimum 20% of CPD hours (6 Hours)

A4-10.3.7 Annual Requirements

The Food Safety Department requires a minimum of 30 hours CPD per annum for all trainers. The details of the CPD points along with the relevant documents should be submitted to the Food Safety Department via the Foodwatch platform.

Note: CPD activities should be separate from the trainings and qualifications that are a part of the basic requirements to be a trainer and the routine work of the trainer.

A4-11 Design, Delivery and Assessment of Training Programs

A4-11.1 Training Materials

a. The trainer shall only use the materials approved by the Certification Body.

b. Where necessary, pre-course materials must be provided to the PIC at the time of registration.

A4-11.2 Pre-course assessment of trainees

The training company or trainer shall assess the competency of nominated PIC before conducting training and ensure that the nominated Person In charge meets the requirements of Annex 4. All observations shall be notified to the Food Safety Department and Certification body.

A4-11.3 Course Plan

a. The trainer shall use the Foodwatch platform to register and manage the trainee information.

b. The trainer shall provide the training course plan and the schedule of training sessions to the Certification body at least one week before the training schedule. The course plan must include.

- Training dates and timings

- Name of the trainer along with the approval reference number
- Details of the venue
- Number of trainees (Maximum 15 candidate per session)
- Course language
- Examination time
- Summary of the pre-assessment of the trainees
- and, any other details that may be required for the registration of the trainees.

c. Any changes in the planned schedule shall be reported to the Food Safety Department and the Certification Body immediately.

d. The trainer should confirm the language of training and examination dates to the trainees during the registration process.

A4-11.4   Training Room

a. Training shall be conducted in rooms that are suitable and solely dedicated for that purpose.

b. Training rooms shall have adequate lighting and ventilation, and the type of seating should be suitable for the trainee's comfort.

c. The room shall have adequate facilities like AV equipment's, stationery e.g. paper, pens, highlighters etc.

d. The room shall be as quiet as possible and free from any other activities that could distract trainees. Restaurant dining areas and rooms that have other activities that could distract the trainees should not be used for training.

e. There should be sufficient space between the trainees with a minimum distance of one meter between two people.

A4-11.5   Delivery of Training

a. Training providers shall provide the training through trainer-led lecture sessions.

b. The training contact time excluding the breaks shall not be less than the delivery training hours mentioned in the Table 3 of this document.

c. Trainer should consider expanding the number of contact hours when a review of the participants' reveals learning disabilities, language barriers or other factors which may inhibit learning.

A4-11.6   Assessment of Training Program

a. Certification Bodies shall observe at least 5 percent of training sessions provided by each trainer in a year based on the criteria provided by Dubai Municipality.

b. Certification Bodies shall assess the adequacy of training planning, training delivery, facilities & trainer knowledge and record the results.

A4-11.7   Dealing with Noncompliance

a. Trainers and Training centres that do not meet the requirements listed in this document will be suspended from providing training without prior notice.

b. Unsatisfactory demonstration of knowledge and skill during the training session shall result in the suspension of trainer approval until the formal corrective action will be submitted to the Food Safety Department & Certification body.

c. Food Safety Department & Certification bodies shall authorize to discontinue the session immediately in case of any non-compliance including but not limited to unapproved trainer, unsuitable training room, or any other situation not meeting the program requirements.

A4-11.8   Registration & Training Fee

Certification bodies & Training centre shall not charge a fee less than the amount stipulated in the circular issued by the Food Safety Department.

A4-12   Appeals and Complaint

a. Certification bodies and Training companies shall have a documented procedure to handle appeal & complaint.

b. Food Safety Department and/or Certification body wherever applicable shall investigate the appeal or complaint and act according to the requirement of this scheme.

c. All such incidents shall be reported to Food Safety Department.

Table 1

Competency requirements of a Certified Person in Charge of Food Safety

Food Safety	• Explain business operator and staff responsibilities with regard to food safety. • Explain the business operator and staff role with regard to implication & control of food poisoning (establishments responsibilities related to food poisoning need to add it in the food code)
Managing Food Safety	• Implement the requirements of food safety legislation and procedures for compliance and enforcement • Able to use the relevant features of the Foodwatch application to manage self-inspection and reporting • Explain the Key roles & responsibilities of PIC & identify the appropriate corrective or preventive action
Personal Hygiene	• Demonstrate commitment to good food hygiene practices • Promote a high standard of personal hygiene throughout the food operation • Explain the implications of foodborne illness in the food operation • Ensure food workers suffering from foodborne illness do not work/ in contact with open food

Food safety operational requirements	• Identify or report structural deficiencies in the food operation
	• Manage and maintain an effective pest control system
	• Manage and maintain a satisfactory waste disposal system
	• Manage and maintain an effective cleaning program
	• Where applicable to their job:
	  - Ensure food safety during product purchasing
	  - Ensure food safety during delivery receipt
	  - Ensure food safety during storage
	  - Ensure food safety during product preparation
	  - Ensure food safety during cooking/processing/cooling/holding/service of food
	  - Encourage good hygiene practices during the transportation of food
	  - Ensure products are labelled correctly

	• Explain the role of PIC & staff in implementation, management & application of food safety operational requirements • Ensure the food safety training needs and competencies of staff are met • Use PIC checklist/Foodwatch checks effectively
Control of hazards in food	• Understand the controls for microbial, physical, chemical hazards in a retail business • Understand the methods for monitoring and recording food safety hazards • Identify the corrective actions required if food safety hazards are not controlled

Table 2

Competency requirements for Advanced Certification for Person in Charge of Food Safety

Food Safety	- Explain business operator and staff responsibilities with regard to food safety. - Explain the business operator and staff role with regard to implication & control of food poisoning (establishments responsibilities related to food poisoning need to add it in the food code)
Managing Food Safety	- Implement the requirements of food safety legislation and procedures for compliance and enforcement - Aware about the food inspection system & food Watch - Explain the Key roles & responsibilities of PIC & identify the appropriate corrective or preventive action
Personal Hygiene	- Demonstrate commitment to good food hygiene practices - Promote a high standard of personal hygiene throughout the food operation - Explain the implications of foodborne illness in the food operation - Ensure food workers suffering from foodborne illness do not work/ in contact with open food
Food safety operational requirements	- Identify or report structural deficiencies in the food operation - Manage and maintain an effective pest control system - Manage and maintain a satisfactory waste disposal system - Manage and maintain an effective cleaning program - Where applicable to their job: - Ensure food safety during product purchasing - Ensure food safety during delivery receipt - Ensure food safety during storage - Ensure food safety during product preparation - Ensure food safety during cooking/processing/cooling/holding/ service of food - Encourage good hygiene practices during the transportation of food - Ensure products are labelled correctly - Explain the role of PIC & staff in implementation, management & application of food safety operational requirements - Ensure the food safety training needs and competencies of staff are met - Use PIC checklist/Foodwatch checks effectively
Control of Hazards in food	- Understand the controls for microbial, physical, chemical hazards relevant to the specific nature of their business - Understand the methods for monitoring and recording food safety hazards

	relevant to the specific nature of their business
	• Identify the corrective actions required if food safety hazards are not controlled
Food Safety Management System	• Understand basic principles of establishing food safety management systems relevant to the scope of the activities of the food businesses
	• Manage/review food safety complaints effectively
	• Manage and maintain food safety documentation and records
	• Manage and maintain the traceability system within the area of the food operation

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Table 3

Learning Objectives

S. No	Module	Learning Objectives	Minimum Delivery Hours	Qualification
1	**Introduction to Food Safety**	✓ Explain food safety and business operator/staff responsibilities with regard to food safety. ✓ Explain the business operator and staff role with regard to implication & control of foodborne illness (establishments responsibilities related to food poisoning need to add it in the Food Code)	1 Hour	PIC- Recertification PIC – New PIC- Advanced
2	**Pre-requisite Programs**	✓ Explain the role of personal hygiene in preventing contamination and foodborne illness; ✓ Identify the hygiene practices that employees of food service establishments should follow before reporting to work and while at work; ✓ Explain how the design, layout, construction and maintenance of premises and equipment can affect food safety ✓ Explain the implementation,	2 Hours	PIC- Recertification PIC – New PIC- Advanced

		management and application of good hygiene practices, cleaning, disinfection, waste disposal, and pest control ✓ Explain the procedures of supplier approval and stock control ✓ Explain the role of PIC & staff in implementation, management & application of food safety operational requirement ✓ Assess the food safety training needs and competencies of staff		
3	**Understand Hazards and Control Measures**	Understand microbial, chemical, physical hazards and allergens Understand risk factors linked to these hazards and control measures Explain methods for monitoring and recording food safety hazards Determine the appropriate corrective actions required if food safety hazards are not controlled	2 Hours	PIC- Recertification PIC – New PIC- Advanced
4	**Managing Food Safety compliance**	✓ Explain food business operator and staff responsibilities with regard to food safety legislation ✓ Implement the requirements of food safety legislation and procedures for compliance and enforcement	2 Hours	PIC- Recertification PIC – New PIC- Advanced

		✓ Explain the food inspection system ✓ Explain how to use the Foodwatch platform		
5	**Food safety management System**	✓ Explain the principles of HACCP ✓ Understand the controls needed to protect the safety of food as relevant to the type and nature of the business ✓ Manage microbial, physical, chemical and allergen food safety risks relevant to the type and nature of food business ✓ Understand how to handle risks associated with raw or partially cooked ready to eat foods ✓ Manage and maintain food safety documentation and records via Foodwatch	3 Hours additional module for Advanced Certification of Person in Charge of Food Safety in Food Service	PIC- Advanced
6	**Food Nutrition – School Supplier** (Optional but mandatory for	✓ Understand the fundamental concepts in food and nutrition. ✓ Understand the menu and recipe analysis and modification	3 Hours	PIC- Advanced

	premises with Nutritional claims)	✓ Understand the local regulation related to school food and nutrition		
		✓		

Mandatory for all businesses/activities.

Table 4

Person In-Charge Nomination Procedure

All food establishments shall employ at least one full time, on-site Certified person in charge. The level of training, roles and responsibilities of the person in charge will depend on the risk category of business.

Categorization of Companies for PIC Nomination

A	B	C	D
Large Scale Companies ➤ Manufacturing Companies ➤ Catering Companies ➤ Hotels ➤ Hyper & Supermarkets	**Medium Scale Companies** ➤ Chained Restaurants & Coffee Shops ➤ Fine Dining Restaurants	**Small Scale Companies** ➤ Standalone Restaurants ➤ Cafeterias	**Kiosks & Groceries** **These will be considered as low risk.

PIC Nomination Criteria & Procedure

A - Large Scale Companies	
PIC Nomination Criteria	**Procedure**
Primary PIC The primary PIC should be someone from the management system of these companies i.e. QA, QC, QHSE, EHS etc. If any of the company is not having a management system, then it can be a responsible person from top management. He should be responsible to deal with regulatory body & implement all the regulatory & food safety requirements within the company. **Secondary PIC / PICs** The large-scale companies have huge set up & different units / sections. So in each unit / section there should be a PIC responsible for the concerned area.	Large scale companies can nominate skilled & experienced person for PIC by themselves. These PIC (s) should attend PIC training as per risk categorization of their operation requirements.

B - Medium Scale Companies	
PIC Nomination Criteria	**Procedure**
Primary PIC The primary PIC should be someone from the management system of these companies i.e. QA,	Medium scale companies can nominate skilled & experienced persons for PIC by themselves. These PICs should attend PIC training as per risk

QC, QHSE, EHS etc. If any of the company is not having a management system then it can be a responsible person from top management. He should be responsible to deal with municipality & implement all the requirements within the company. **Secondary PIC / PICs** The manager of each outlet / branch should be a PIC.	categorization of their operation requirements.

C - Small Scale Companies	
PIC Nomination Criteria **Primary PIC** The primary PIC should be owner (if available most of the time in the establishment). He should be well literate & have good communication skills also. If the owner in not available most of the time or not well literate, then he can assign any other person from the management who is having full authority from the owner to take decisions & fulfill all the requirements regarding food safety. The nominated person should be well qualified, having some experience, skills & expertise related to food business. **Secondary PIC / PICs** One or more staffs shall also be PIC who are working in the kitchen/cafeteria & having good expertise, knowledge & communication skills.	**Procedure** The food establishment's management shall contact the area food inspection officer to take approval for the nominated person. If it is a new person going to be a PIC, then the trainer shall check his qualification, experience & level of his understanding about food business etc. If an existing PIC going for the refresher training or his certificate has expired, then the trainer shall also review his performance as PIC in the establishment. His performance shall be checked & verified by the inspection history & grade of the establishment from municipality.

D - Kiosks (Low Risk)	
PIC Nomination Criteria **Primary PIC** The primary PIC shall be the owner or any person from top management who is well literate & have good communication skills also.	**Procedure** Small scale companies can nominate skilled & experienced persons for PIC by themselves. These PICs shall attend PIC training as per risk categorization of their operation requirements.

Secondary PIC / PICs The staff that is responsible for each site / kiosk etc. but should have good expertise, knowledge & communication skills.	

Business Type	PIC Requirement	Qualifications
Bakery/Confectionery Cat. I Meat, egg/cream/ milk based Products	One per shift present in the production area	Advanced PIC Certification
Bakery/Confectionery Cat. II Bread, chocolate, sweets, sugar confectionery	One per establishment	PIC Certification
Fishmonger/ Fish stall	One per establishment	PIC Certification
Butcher shop	One per establishment	PIC Certification
Fruit and Vegetables stall Raw whole vegetables only	One per establishment	PIC Certification
Grocery Prepacked food only	One per establishment	PIC Certification
Departmental Store/Supermarket Cat. I Mixed activities, open display of open high-risk foods and preparing to order	One in each counter where open high-risk food is handled	Advanced PIC Certification
Departmental Store/ Supermarket Cat. II Pre-packaged food only	One per shift	Advanced PIC Certification
Vending Machine Requiring temperature control	One per license	License holder/manager with PIC Certification
Food kiosks Cat. I Confectionary	One per license	PIC Certification
Food kiosks Cat. II Cooked foods	One per kiosk	Advanced PIC Certification

Catering company Cat. I With preparation at service site	One per shift per kitchen (depends on the size)	Advanced PIC Certification
Catering company Cat. II With only hot holding at service site	One per shift	Advanced PIC Certification
Central Kitchens of restaurants or catering companies	One per shift per kitchen (depends on the size)	Advanced PIC Certification
Hospital kitchen	One per shift present in the production area	Advanced PIC Certification
Nursing Home	One per shift present in the production area	Advanced PIC Certification
Day Care, Pre-school, School Cat. I Production/preparation	One per shift present in the production area	Advanced PIC Certification and additional qualification with Nutrition Module
Day Care, Pre-school, School Cat. II Tea, coffee, snacks only	One per establishment	Advanced PIC Certification and additional qualification with Nutrition Module
Restaurant Cat. I Hot holding, Cooling, Reheating and serving meals	One per shift present in the kitchen	Advanced PIC Certification
Restaurant Cat. II Preparation and immediate service	One per shift present in the production area	Advanced PIC Certification
Cafeteria and café	One per shift present in the kitchen	Advanced PIC Certification
Hotels	One per shift present in each kitchen	Advanced PIC Certification
Manufacturing Plants	One per shift present in the production area	PIC Certification
Food Trading Companies	One per establishment	PIC Certification

Table 5

Continuing Professional Development (CPD) for Trainers

Example 1

Areas	Food Safety work-based learning	Professional activity	Formal Education	Self-directed learning	Other
Examples	Attending formal training, workshops, conferences	Involvement in a food safety professional body, mentoring	Higher education- Diploma/Certificate//Degree	Reviewing books / articles related food safety and/or relevant topics	Voluntary work in food safety events
Minimum CPD Hours	15	6	6	6	6
	Total 30 CPD hours (At least in 3 areas)				

Example 2

Areas	Food Safety work-based learning	Professional activity	Formal Education	Self-directed learning	Other
Train	Attended Dubai International Food Safety Conference	Not Applicable	Attended a approved Certificate or course in food safety	Reviewing books / articles related food safety and/or relevant topics	Voluntary work in food safety events (Dubai Municipality approved)
CPD Hours of activities	18	NA	18	Na	6
Maximum CPD Hours (Trainer can claim)	15	NA	9	NA	6
	Total 30 CPD hours (At least in 3 areas)				