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# **Programme Specification**

## Highfield Certified Food Safety Management Programme

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## Highfield Certified Food Safety Management Programme

### Introduction

This specification is designed to outline all you need to know about the Highfield Certified Food Safety Management Programme. If you have any further questions, please contact your centre manager.

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### Introduction to the Programme:

One of the biggest problems faced by the food industry is that, despite spending millions, if not billions of pounds on training and certifying food handlers, carrying out enforcement inspections and third-party audits and implementing many different types of HACCP programmes, food poisoning cases/outbreaks, deaths, food complaints and recalls remain at an unacceptable level.

Many businesses and Governments mandate Level 1 or Level 2 food safety qualifications for food handlers, but very few mandate Level 3 and Level 4 food safety qualifications for supervisors and managers. However, if there is a food poisoning outbreak, in most cases it is the result of poor management as opposed to the fault of a food handler. Quite often Level 2 food handlers end up with a greater food safety knowledge than some managers and this can result in resentment and even direct instructions to ignore what the food handlers were taught. Furthermore, unless supervisors are trained to a higher level than food handlers, they will not be able to ensure that the food handlers implement what they have been taught. The net result is that a few weeks or months after the training, most food handlers forget what they have been taught and businesses are not getting value for money. The situation is exacerbated by auditors and inspectors who accept the "certificate on the wall" as acceptable evidence of trained, competent food handlers.

An additional problem arises when Governments mandate all food business to implement HACCP systems. The situation is such that supervisors and managers are not trained to the correct level to implement HACCP systems, and they are not even able to determine if the consultants employed to develop and implement HACCP systems are competent to do so. The net result can be totally inappropriate, where they end up with complex HACCP systems that nobody in the business understands and they probably gather dust filed in the manager's office.

Allergens in food are resulting in an increase in customer complaints, anaphylaxis and even death. But how many managers have received specific training on managing allergens and implement policies and systems to prevent these serious problems?

We need to provide the tools and incentives for food businesses to accept responsibility for food safety. We need to train managers and we need to turn certification into competency. The starting point is to provide managers with sufficient knowledge to implement effective policies and procedures to manage the hazards and ensure the sale of safe food. The best way to do this is through appropriate qualifications.

Qualifications benefit the learners with achievement; recognition; compliance; securing interviews and jobs and improved level of knowledge for the industry; but this does not

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reflect competency. Employers and food businesses will be looking to employ appropriate personnel who are not just qualified in food safety but are trained to effectively implement and manage food safety systems and staff.

**The Highfield solution** is effective training and qualification of supervisors and managers or potential supervisors and managers. Those who successfully complete one of the food safety management programmes, will be awarded a Highfield Food Safety certificate that recognises their achievement.

**Converting qualifications to competency:** To assist in achieving competency, the food safety certificates will be valid for only **one** year and renewal will be subject to completing 24 hours of Continuing Professional Development (CPD). This requirement ensures that supervisors and managers will keep themselves up to date with the latest information regarding food safety issues that may affect their business. This will include information on food poisoning outbreaks, food complaints, allergens, recalls, legislation and new scientific information.

**Important Note:** Highfield recommends that you contact the relevant Government Department in the country that you want to deliver this programme, to ensure that local laws are being adhered to and that there are no additional approval requirements. It may be that you are required to register as a training provider within the country itself. Highfield approves centres, based on its own criteria but does not represent any other organisation or departments. Any Government or compulsory food safety training of food handlers will enhance the effectiveness of the programme.

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### Certification Categories:

Certification Title	Food Safety Supervisor (Catering) FSSC	Food Safety Manager (Catering) FSMC	Food Safety Supervisor (Manufacturing) FSSM	Food Safety Manager (Manufacturing) FSMM
<b>Level</b>	3	4	3	4
<b>Qualifications covered</b>	<ul style="list-style-type: none"> <li>• Highfield Level 3 Award in Food Safety in Catering (3 days)</li> <li>• Highfield Level 3 Award in Auditing and Inspection (1 day)</li> <li>• Highfield Level 3 International Award in HACCP for Catering (1 day) <b>OR for UK learners</b> – Highfield Level 3 Award in HACCP for Catering (RQF) (2 days)</li> <li>• Highfield Level 3 Award in Allergen Management in Catering (1 day)</li> </ul>	<ul style="list-style-type: none"> <li>• Highfield Level 4 Award in Managing Food Safety in Catering (5 days)</li> <li>• Highfield Level 3 Award in Auditing and Inspection (1 day)</li> <li>• Highfield Level 4 International Award in Managing HACCP for Catering (3 days) <b>OR for UK learners</b> – Highfield Level 4 Award in HACCP for Management (CODEX Principles) (RQF) (5 days)</li> <li>• Highfield Level 3 Award in Allergen Management in Catering (1 day)</li> </ul>	<ul style="list-style-type: none"> <li>• Highfield Level 3 Award in Food Safety in Manufacturing (3 days)</li> <li>• Highfield Level 3 Award in Auditing and Inspection (1 day)</li> <li>• Highfield Level 3 Award in HACCP for Food Manufacturing (2 days)</li> </ul>	<ul style="list-style-type: none"> <li>• Highfield Level 4 Award in Food Safety Management for Manufacturing (5 days)</li> <li>• Highfield Level 3 Award in Auditing and Inspection (1 day)</li> <li>• Highfield Level 4 Award in HACCP for Management (CODEX Principles) (5 days)</li> </ul>
<b>Training Days</b>	6 days or 7 days if all UK quals completed	10 days or 12 days if all UK quals completed	6 days	11 days

### Entry requirements

There are no specific entry requirements to register for this programme; however, for the Manager Certification, it is highly recommended that the learner has a level 3 qualification in food safety or in HACCP.

### Guidance on delivery

The number of training days for each of the certification categories is a recommendation. The tutor can adjust the number of training days based on a learner's prior learning, experience, needs and local circumstances.

**For Example:**

If a learner has completed a Level 3 qualification in Food safety/equivalent\*, the training days can be reduced by 3 days.

\*equivalency of qualifications/prior learning recognition will need to be approved by Highfield.

**Important note:** *Although the training days can be amended, the learner has to sit the exams for the all individual qualifications, in order to receive the qualification certificates and the final management certification.*

**Guidance on Assessment**

Irrespective of the number of training days and prior learning, all learners are required to attend the assessment for all the individual qualifications, listed under each certification category. The assessment methods as follows:

- i. **Level 3 Award in Food Safety in Catering (RQF)**  
This qualification is assessed by multiple-choice examination. Learners must complete 45 questions within 90 minutes. Successful learners will have to demonstrate knowledge and understanding across the qualification syllabus and achieve a pass mark of 60% (27/45). Learners will receive a Distinction if they score 80% (36/45).
- ii. **Level 3 Award in Auditing and Inspection (RQF)**  
This qualification is assessed through a 30-question multiple-choice question examination. The duration of the examination is 60 minutes. Successful learners will have to demonstrate knowledge and understanding across the qualification syllabus and achieve a pass mark of 60% (18/30). Learners will receive a Distinction if they score 80% (24/30).
- iii. **Level 3 International Award in HACCP for Catering and Level 3 Award in HACCP for Catering (RQF)**  
This qualification is assessed through a 30-question multiple-choice question examination. The duration of the examination is 60 minutes. Successful learners will have to demonstrate knowledge and understanding across the qualification syllabus and achieve a pass mark of 60% (18/30). Learners will receive a Distinction if they score 80% (24/30).
- iv. **Level 3 Award in HACCP for Food Manufacturing (RQF)**  
This qualification is assessed through a 30-question multiple-choice question examination. The duration of the examination is 60 minutes. Successful learners will have to demonstrate knowledge and understanding across the qualification syllabus and achieve a pass mark of 60% (18/30). Learners will receive a Distinction if they score 80% (24/30).
- v. **Level 3 Award in Allergen Management in Catering (RQF)**

This qualification is assessed through a 30-question multiple-choice question examination. The duration of the examination is 60 minutes. Successful learners will have to demonstrate knowledge and understanding across the qualification syllabus and achieve a pass mark of 60% (18/30). Learners will receive a Distinction if they score 80% (24/30).

vi. **Level 4 Award in HACCP for Management (CODEX Principles)**

This qualification is assessed by a written examination that must be completed within 2.5 hours. The examination consists of 2 sections. Learners must achieve 60% in each section to be awarded an overall pass. Marks from both sections of the exam will be added together to determine the learners' overall grade. Learners will achieve a merit with a total overall score of 70-79 (70%) and a distinction with a total overall score of 80-100 (80%).

**Section A:** It is advised that learners take approximately 90 minutes to complete all questions in this section. Learners will need to achieve at least 36 out of a possible 60 marks to achieve a pass.

**Section B:** It is advised that learners take approximately 60 minutes to complete 2 of the possible 3 questions in this section. Learners will need to achieve at least 24 out of a possible 40 marks to achieve a pass.

**NB:** Learners should not answer 3 questions, only the first 2 answers will be marked.

vii. **Level 4 Award in Managing Food Safety in Catering (RQF)**

This qualification is assessed by a 2-part examination:

- part one is a 30-question multiple-choice examination
- part two is a written examination where learners choose 4 from 6 questions. The total mark available in this section is 70 marks.

Successful learners must achieve a total of at least 60 marks out of 100 across the two parts of the exam. A Merit will be awarded at 70/100 and a Distinction will be awarded at 80/100. The duration of the examination is 2 ½ hours

viii. **Level 4 Award in Food Safety Management in Manufacturing (RQF)**

This qualification is assessed by a 2-part examination:

- part one is a 30-question multiple-choice examination
- part two is a written examination where learners choose 4 from 6 questions. The total mark available in this section is 70 marks.

Successful learners must achieve a total of at least 60 marks out of 100 across the two parts of the exam. A Merit will be awarded at 70/100 and a Distinction will be awarded at 80/100. The duration of the examination is 2 ½ hours

ix. **Level 4 International Award in Food Safety Management for Manufacturing**

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.

x. **Level 4 International Award in Managing HACCP for Catering**

This qualification is assessed by a written examination that must be completed within 2.5 hours. The examination consists of 2 sections. Learners must achieve 60% in each section to be awarded an overall pass. Marks from both sections of the exam will be added together to determine the learners' overall grade.

Learners will achieve a merit with a total overall score of 70-79 (70%) and a distinction with a total overall score of 80-100 (80%).

**Section A:** It is advised that learners take approximately 90 minutes to complete all questions in this section. Learners will need to achieve at least 36 out of a possible 60 marks to achieve a pass.

**Section B:** It is advised that learners take approximately 60 minutes to complete 2 of the possible 3 questions in this section. Learners will need to achieve at least 24 out of a possible 40 marks to achieve a pass.

**NB:** Where learners have answered all 3 questions in Section B, only the first 2 answers will be marked.

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### Geographical Coverage

This is an international programme and can be delivered in any country. For delivery in the UK, the learner will need to complete the RQF HACCP qualification, instead of the international qualification.

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### Tutor Requirements

Highfield requires nominated tutors for the certification programmes, to have suitable qualifications in the relevant subject area. The tutor requirements for each of the qualifications are listed in the respective qualification specifications on the links as shown below. These requirements must be met by the nominated tutor(s) who can be either approved to deliver just one specific qualification or all qualifications in a certification category.

- i. **Level 3 Award in Food Safety in Catering (RQF)**  
<https://highfieldqualifications.com/qualifications/compliance/food-safety-qualifications/L3FSCRQF>
  - ii. **Level 3 Award in Auditing and Inspection (RQF)**  
<https://highfieldqualifications.com/qualifications/compliance/auditing/L3EAI>
  - iii. **Level 3 International Award in HACCP for Catering**  
<https://www.highfieldinternational.com/qualifications/intlqual/haccp/L3IntHACCPCatering>
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- iv. **Level 3 Award in HACCP for Food Manufacturing (RQF)**  
<https://highfieldqualifications.com/qualifications/compliance/haccp/L3HACCPMAN>
- v. **Level 3 Award in Allergen Management in Catering (RQF)**  
<https://highfieldqualifications.com/qualifications/compliance/fam/L3FAM>
- vi. **Level 4 Award in HACCP for Management (CODEX Principles)**  
<https://highfieldqualifications.com/qualifications/compliance/haccp/L4CODEXHACCP>
- vii. **Level 4 Award in Managing Food Safety in Catering (RQF)**  
<https://highfieldqualifications.com/qualifications/compliance/food-safety-qualifications/L4RQFFSC>
- viii. **Level 4 Award in Food Safety Management in Manufacturing (RQF)**  
<https://highfieldqualifications.com/qualifications/compliance/food-safety-qualifications/L4RQFFSM>
- ix. **Level 4 International Award in Managing HACCP for Catering**  
<https://www.highfieldinternational.com/qualifications/intlqual/haccp/L4IntHACCPCatering>

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### Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Reasonable adjustments such as additional time for the exam; assistance during the exam such as using a scribe or a reader, is available upon approval from Highfield. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance on this.

[https://www.highfieldqualifications.com/Assets/Files/Highfield\\_Reasonable\\_Adjustments\\_Policy.pdf](https://www.highfieldqualifications.com/Assets/Files/Highfield_Reasonable_Adjustments_Policy.pdf)

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### ID requirements

All learners must be instructed, ahead of the course/assessment when the learner registers and/or with 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 systems 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 learners 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 learners' Identity:

- National identity card (e.g. Emirates ID card);
  - Valid passport (any nationality);
  - Signed photo card driving licence;
  - Valid warrant card issued by police, local authority or equivalent; or
  - Other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card.
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**For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.**

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### **Progression opportunities**

Successful completion of this programme, provides learners the competence to progress in their careers in the food industry, as safety supervisors or managers. Learners may also complete additional qualifications leading to progression as Hygiene Auditors or Food Safety trainers. Additional qualifications gained in the sector, will also count towards the mandatory CPD points required for the renewal of their certification(s), gained from this programme.

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### **Useful websites**

- [www.Highfieldproducts.com](http://www.Highfieldproducts.com) (Highfield Products)
  - [www.Highfieldqualifications.com](http://www.Highfieldqualifications.com) (Highfield Qualifications)
  - [www.Highfieldinternational.com](http://www.Highfieldinternational.com) (Highfieldabc MEA)
  - Food Standards Agency - [www.food.gov.uk](http://www.food.gov.uk)
  - Anaphylaxis Campaign - [www.anaphylaxis.org.uk](http://www.anaphylaxis.org.uk)
  - People 1st - [www.people1st.co.uk](http://www.people1st.co.uk)
  - Allergy UK - [www.allergyuk.org](http://www.allergyuk.org)
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### **Recommended training materials**

- Hygiene for Management, Sprenger, R.A. Highfield Products
  - HACCP A Practical Approach, Mortimore, S & Wallace, C. Aspen Publications
  - Food Industry Briefing Series: HACCP, Mortimore, S & Wallace, C. Blackwell Publishing
  - Level 4 Award in HACCP for Management Training Presentation, Sprenger, Richard A. Highfield Products
  - Griffith, Chris. Effective Auditing & Inspection Skills Course Book. Highfield International Ltd.
  - Sprenger, Richard A. Level 3 Award in Effective Auditing and Inspection Skills PowerPoint. Highfield International Ltd.
  - Level 3 Allergen Management for Caterers PowerPoint Presentation, Highfield International Ltd (updated version due for release early 2019)
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## CERTIFICATION RENEWAL POLICY

The certified manager programme certifications (FSSC, FSSM, FSMC, FSMM) are valid only for **one** year. Successful learners who complete the 24 hours CPD will be able to use the post nominal letters after their name. As this programme is built to improve sector competence, the renewal of the certification is based entirely on learners being able to demonstrate they have kept themselves up to date with the knowledge and/or the latest information regarding food safety issues that may affect their business, and that they have taken reasonable measures to ensure food safety as supervisors and managers (if employed). The issues/aspects that they focus on could include information on food poisoning outbreaks, food complaints, allergens, recalls, legislations and new scientific information.

In order to demonstrate sector competence, the certified food safety supervisors/managers must achieve **24 hours** of CPD during the year of certification. The possible ways of achieving the 24 hours of CPD could include:

- membership and participation in the Highfield Food Safety Forum or any other food safety forum discussions
- giving Tool box talks
- writing published articles on food safety
- obtaining additional relevant qualification including management qualifications
- attending seminars and webinars
- implementing hygiene improvements in your business if you are employed as a supervisor or manager
- undertaking internal audits and submitting reports to the management
- submitting reports related to the investigation of food complaints

The evidence of the continuous professional development must be submitted as a portfolio of evidence either electronically or by post. Highfield will directly or through a nominated third party audit the evidence submitted, in order to confirm renewal of the certification.

Although the qualifications certificates received have no end date, the manager/supervisor certification will not be renewed if the CPD requirements are not met; or if there have been safety concerns directly related to the certified person.