

# 3. HOUSE RULES TRAINING

## FOR ALL RETAIL BUSINESSES USING RETAILS SAFE

The House Rules Section contains 8 sub-sections, each of which covers a different food safety management subject. Once you have completed the Business Selector you will have selected the House Rules relevant to your type of business.

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

A template is then provided for you to use when writing your House Rules. Once completed, this should reflect your current safe working practices.

### WHAT YOU NEED TO DO

- Read the guidance provided at the beginning of this sub-section
- Draw up your own House Rules describing how you intend to manage training in your business
- Once you have completed all your House Rules, remember to update your Action Plan

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

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



**This sub-section will give guidance on Training in all retail situations. You need to select the areas appropriate for you. At the end of the sub-section you will be asked to write your own House Rules to show how you manage training in your business.**

### **Why is training important?**

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

Your Enforcement Officer will be able to offer you advice and guidance on training appropriate for your type of business.

### **What type of training is needed?**

Not all staff will need the same level of instruction, training or supervision. The nature of the training required will depend on the work that they carry out and the type of food they handle, their work experience and the training they have received in the past. For example, staff stacking shelves do not need the same level of food hygiene training or instruction as staff handling unwrapped high risk food.



#### **The Law**

It is important to note that the Law does not require attendance on external training courses. Businesses may choose to provide training themselves, if suitably skilled staff are available.

#### **In-house training**

Your business may also choose to provide its own instruction or in-house training, which could, for example, be based on past experience or on guidance materials ('RetailSafe' is an example of one of these) or self study/e-learning.

#### **Individual staff training records**

A blank training record is also included at the end of this sub-section, to assist you keep track of your staff training. If you already have training records in use which cover the same points as the example record found at the end of this sub-section, there is no need to change what you are currently doing.

### Training for all New Staff handling food

Before starting work for the first time, it is good practice that all staff handling food should have received either written or verbal instruction on basic hygiene principles appropriate to the duties they are expected to carry out. This training is often referred to as '**Essentials of Food Hygiene**'.

This training is expected to cover the following areas:

- Personal hygiene - especially the importance of hand washing
- Reporting illness
- Safe handling of food - storage and the importance of temperature control
- Pest control awareness (recognising signs of pests).

You should check that newly trained staff understand the training they have been given.

### Training for staff handling unwrapped high risk foods

Staff handling unwrapped high risk food will require a basic level of food hygiene training prior to starting work. This training is expected to build on the 'Essentials of Food Hygiene' and is known as '**Hygiene Awareness Instruction**'.

The topics covered will help advise your staff how to carry out the duties expected of them hygienically and may include the following subjects :

- The importance of good food hygiene practices
- Routes, sources and prevention of contamination and cross contamination
- Personal hygiene and reporting illness
- Cleaning and disinfection
- Temperature control
- Premises housekeeping (pest control, waste control and maintenance)
- Stock control, food storage/protection.

Relevant guidance on these subjects can be found in the RetailSafe House Rules. This information can be used to give your staff training on how these subjects are to be managed in your business.

### HACCP based training

This manual is designed for you to draw up your own HACCP based system and can be used by you to train your staff. The level of training they require will depend on their roles/duties, for example :

#### **Staff preparing and/or handling unwrapped high risk foods:**

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

#### **Managers or supervisors**

- Will also require to have a working knowledge and an understanding of the practical application of the HACCP based system (in relation to their duties) as soon as possible after starting work.
- Will need to manage or supervise staff handling food to ensure that they understand the hazards, the controls and which procedures to document. They will have a role to check that the procedures have been followed, verify that the system is working and check that Corrective Actions have been carried out.

### Supervision of staff and one person businesses

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

### Retraining

When a failure has occurred in any of the areas of your HACCP based system, the staff involved must be retrained and/or given new instructions to carry out their duties safely.

Keeping a record of retraining (often one of the Corrective Actions) is part of building up your HACCP documentation and helps you to demonstrate that your system is working effectively.

### Formal food hygiene training courses

The information below gives details of suitable courses.

#### **Elementary or Level 2**

This course is usually for food handlers and will provide an introduction to food hygiene. It will normally last for 1 day and is usually delivered off the job in an accredited training centre. A formal certificate will be awarded on the successful completion of an exam.

#### **Intermediate or Level 3**

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

### WHAT YOU NEED TO DO NOW

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

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New staff handling food	<ul style="list-style-type: none"> <li>- <i>The 'Essentials of Food Hygiene' training to be carried out at induction or as soon as possible after starting work.</i></li> <li>- <i>HACCP based system training appropriate to their duties ...</i></li> </ul>

### MONITORING (Checking your Control Measures)

**Once you have completed your House Rules for Training, you must then monitor their use.** Keep a record of the monitoring you carry out by using the COLD Record or the HOT AND COLD Record (depending on the type of food you produce in your business).

### CORRECTIVE ACTION (What to do if things go wrong)

If you find that your Training House Rules are not being followed you must make a record of the problem identified and the action you have taken to correct it (this is known as a Corrective Action). For example, if you find that a member of staff is not wearing appropriate, clean clothing, the Corrective Action would be to retrain the member of staff on your Personal Hygiene House Rules and on the importance of wearing appropriate, clean clothing.

Information on Corrective Actions can be entered in either the COLD Record or the HOT AND COLD Record. Further information on these records can be found in the **'Records'** Section of this manual.

It is required that all Records of Monitoring and any Corrective Action(s) taken be kept for an appropriate period of time, to demonstrate that your HACCP based system is working effectively.

### Action Plan

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

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

## TRAINING HOUSE RULES

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

Describe: • Control Measures and Critical Limits (where applicable) • Monitoring including frequency	
New staff handling food	
Staff handling unwrapped high risk food	
HACCP based training	
Management/supervision (if appropriate)	
Retraining	
Other training	
Monitoring/checking and any other records appropriate to the Training House Rules	

Signed ..... Position in the business ..... Date .....

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

## INDIVIDUAL EMPLOYEE TRAINING RECORD EXAMPLE

Name of Employee .....

Job Title ..... Supervisor .....

Date employment commenced ..... Date employment ended .....

	Date training carried out and by whom	Employee Confirmation	Additional Comments
New staff handling food			
Staff handling unwrapped high risk food			
HACCP based training			
Management/supervision (if appropriate)			
Retraining			
Other training			



**Useful Tips - Training records**

If your staff have undertaken external training courses relating to their food handling duties, keep a copy of the certificates for your RetailSafe records for the duration of their employment.