CERTIFIED FOOD SAFETY COURSE FOR PERSONS IN CHARGE

RULES AND REGULATIONS PERTAINING TO FOOD ESTABLISHMENTS AND TRAINING PROVIDERS

Guidance Document
Food Control Department
Dubai Municipality

DEFINITIONS

"Awarding Body" means an internationally reputed qualifications provider, approved by Dubai Municipality and accredited by the Dubai Accreditation Department to certify the PIC trainers and PICs.

"Accredited Qualification" means a qualification provided by an Awarding Bodies recognised by Dubai Accreditation Department.

"Examination" shall mean an examination in food safety, leading to an Accredited Qualification approved by the Department in accordance with the provisions of this Guidance Document.

"Food Control Department" or "Department" means the Food Control Department of Dubai Municipality.

"Food Establishment" means any place where food is manufactured, prepared, traded or sold directly or indirectly to the consumer. The term includes any such place regardless of whether consumption is on or off the premises. The term includes but is not limited to trading companies, manufacturing companies, hotels, restaurants, cafés, cafeterias, caterers in hospitals, private clubs, caterers or cafeterias in labour camps, public and private educational Bodies, groceries, supermarkets, meat and fish shops, bakeries, mobile vendors, temporary kitchens and snack houses in petrol stations.

"Food Handler" Any person who handles or prepares food whether packaged or unpackaged.

"Food Safety Course" means a course approved by the Department in accordance with the provisions of these Regulations.

"Person in Charge" means a person directly responsible for the food related operations in the food establishment and has direct authority, control or supervision over employees who engage in the storage, preparation, display, or service of foods.

"Person in Charge Certified in Food Safety" means a Person in Charge, who has successfully completed a food safety course appropriate to the type of food business.

Section I

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

1. General Requirements

1.1 *All food establishments* shall have at least one (1) full time, on-site Person in Charge Certified in Food Safety at all times.

1.2 Requirements, roles and responsibilities and training of the Person in Charge will depend on the Category of business as classified in Section I (2.8) of this document.

1.3 The Certificate of training of the Person in Charge shall be retained in the establishment and should be provided to the representatives from the Food Control Department when required.

1.4 The Food Inspection Officer assigned to inspect the food establishment can recommend the withdrawal of the certificate and recommend retraining and certification if the Person in Charge is found ineffective in managing food safety.

2. Competency Requirements of Certified Person in Charge

2.1 In order to become a Person in Charge certified in food safety, an individual must meet the requirements of the Food Control Department that include:
   i. completing a Food Control Department approved *Food Safety Certification Course* appropriate to the business activity as listed in section 2.9 ; and
   ii. successfully completing the *Food Safety Certification Examination* conducted by the Awarding Body under secure conditions.

2.2 Each certified Person in Charge shall possess knowledge of food safety principles and practices as demonstrated by *passing a written examination* acceptable to the Food Control Department. The nominated PIC should score not less than 20 out of 30 for Level 1 and Level 2 examinations and 40 out of 60 for the Level 3 examination.

2.3 Each person passing an acceptable examination and fulfilling all the scheme requirements as outlined in this document and defined by the accredited awarding bodies shall receive a *certificate valid for a period of five years* from the date of issuance.

2.4 The Person in Charge shall undergo a recertification process before the end of the fifth year after certification. The recertification can be obtained by passing the recertification examination approved by the Food Control Department and fulfilling all the scheme requirements as outlined in this document and defined by the accredited awarding bodies.

2.5 Persons in charge of food establishments that obtain a C grade with two or more critical violations; or a grade D or E in the routine food inspections; will be considered incompetent in managing food safety risks. The food inspection officer shall recommend recertification (retraining and assessment) during the inspection.

2.6 Persons in-charge of food manufacturing units are exempted from the formal training and examination process mentioned in this document. The nominated PIC in such food establishments will be assessed by Food Inspection Officer

Nomination and recommended training of Person-in-charge

Pre-requisites for individuals registering for the PIC training

2.7 The person registering for Level 2 and Level 3 PIC training must have a good understanding of the contents of the basic food hygiene training program.

2.8 The below table lists the Person-in-Charge requirement based on business type and the level of qualification required.

Business Type	PIC Requirement	Recommended Qualification
Bakery/Confectionery Cat. I Meat, egg/cream/ milk based Products	One per shift present in the production area	At least one PIC with Level 3 training and others with Level 2 training
Bakery/Confectionery Cat. II Bread, chocolate, sweets, sugar confectionery	One per establishment	At least one PIC with Level 2 training
Fishmonger/ Fish stall	One per establishment	At least one PIC with Level 1 training
Butcher shop	One per establishment	At least one PIC with Level 1 training
Fruit and Vegetables stall Raw, whole vegetables only	One per establishment	At least one PIC with Level 1 training
Grocery Pre-packed food only	One per establishment	At least one PIC with Level 2 training
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	At least one PIC for the store with Level 3 training and at least one PIC with Level 2 training in each counter where open high risk food is handled (delicatessen, salad counter)
Departmental Store/ Supermarket Cat. II Pre-packaged food only	One per shift	At least one PIC with Level 2 training
Vending Machine Requiring temperature control		License holder/manager with PIC with Level 2 training
Food kiosks Cat. I Low risk foods	One per establishment	License holder/manager with PIC with Level 1 training
Food kiosks Cat. II High risk foods	One per establishment	License holder/manager with PIC with Level 2 training
Catering company Cat. I With preparation at service site	One per shift per kitchen(depends on the size)	One PIC per kitchen with level 3 training
Catering company Cat. II With only hot holding at service site	One per shift	One PIC per site with level 2 training
Central Kitchens of restaurants or catering companies	One per shift per kitchen(depends on the size)	One PIC per kitchen with level 3 training
Hospital kitchen	One per shift present in the production area*	One PIC per kitchen with level 3 training
Nursing Home	One per shift present in the production area	One PIC per kitchen with level 3 training

Business Type	PIC Requirement	Recommended Qualification
Day Care, Pre-school, School Cat. I Production/preparation	One per shift present in the production area*	One PIC per kitchen with level 3 training
Day Care, Pre-school, School Cat. II Tea, coffee, snacks only	One per establishment	One PIC per kitchen with level 2 training
Restaurant Cat. I (That use complex processes involving cooling and reheating of cooked food)	One per shift present in the kitchen*	At least two PICs (the owner or manager or chef) per kitchen with level 3 training and others with level 2 training
Restaurant Cat. II (That have same day cook and service)	One per shift present in the production area*	PIC with Level 3 training
Cafeteria, café'	One per shift present in the kitchen	PIC with Level 3 training
Hotels	Need based	At least one PIC per kitchen with level 3 training and others with Level 2 training

The above table list the recommendations. The Food Inspection Officer has the final discretion to nominate the PIC and recommend the training requirements based on the type of the food business operation. Training programs and examinations are also be offered in languages other than English. It is the responsibility of the food establishment to choose training programs suitable for the PIC

2.9 In the case of hotels working under the same management that have more than one kitchen or production area, 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.

Person in Charge of Manufacturing Establishments

2.10 In HACCP certified manufacturing establishments, the HACCP team leader should be the Person in Charge of Food Safety. This will be subject to the approval of the Food Control Department.

Section II

RULES AND REQUIREMENT PERTAINING TO AWARDING BODIES, TRAINING COMPANIES AND TRAINERS

This section outlines the requirements for Awarding 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 the Awarding Bodies, Trainers and Training Companies that provide the training and specifies the conditions to obtain approval from the Food Control Department and Dubai Accreditation Department.

The document also contains codes of practice for Awarding Bodies that provide the qualification, standards required for Training Companies and Trainers registered with the Awarding Bodies, and steps that Awarding Bodies must take should training companies or trainers fail to meet these standards. The document provides information of the service levels that Dubai Municipality expects from Awarding Bodies and Training Companies to ensure that qualifications offered are relevant and up to date.

3. Role of Food Control Department

The role of the Food Control Department in relation to the training is to:
  i. Develop training programs and qualifications jointly with the Awarding Bodies;
  ii. Work with the Dubai Accreditation Department to establish and maintain processes for the accreditation scheme for Awarding 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 training programs;
  v. Monitor the certification examination process;
  vi. Monitor program implementation
  vii. Investigate non compliance reported by Awarding Bodies ;
  viii. Investigate complaints received from trainees, food establishments, training companies, and awarding Bodies;
  ix. Recommend withdrawal or suspension of trainer certification if required;
  x. Monitor and evaluate the implementation and outcomes of the training programs;
  xi. Review and change programs where evaluation of the implementation of food safety standards show that the objectives of the programs are not achieved
  xii. Recommend recertification of PIC when necessary

4. Requirements for Awarding Bodies

4.1 General Requirements

4.1.1 Awarding Bodies that are approved by the Food Control Department and accredited by Dubai Accreditation Department can offer certified Person-in-Charge qualifications and trainer qualifications in Dubai.

4.1.2 The accreditation will be granted as per ISO 17024 Standard by the Dubai Accreditation Department. The accreditation process will involve a review of systems and procedures used to develop the qualifications. This will also focus on governance, experience in providing qualifications, expertise and quality of the qualifications offered.

4.2 Responsibilities of Awarding Bodies

4.2.1 Awarding Bodies shall develop relevant and up to date training programs and qualifications. The training programs shall be approved by the Food Control Department before they are offered to the industry.

4.2.2 Awarding Bodies shall provide training materials and offer certification for training in at least three different languages that includes Arabic and English.

4.2.3 Awarding Bodies shall

    i. decide the length of the qualification and training contact time
    ii. decide the lesson plan based on the training outcome
    iii. develop the course materials
    iv. recommend pre-course work to trainers where necessary
    v. decide maximum class size and space requirements
    vi. conduct examinations
    vii. obtain and consolidate trainee feedback
    viii. conduct announced and unannounced audits of training companies and courses

4.2.4 Procedures and documentation relevant to section 2.2.3 shall be approved by the Food Control Department and the requirements shall be clearly communicated to the trainers before the trainers offer the training programs.

4.2.5 Awarding Bodies shall develop and manage the process of

    i. registering candidates for the examinations;
    ii. providing information on the conduct of examinations;
    iii. take all certification decisions;
    iv. issuing results/certificates;
    v. responding to enquiries and appeals about results;
    vi. dealing with malpractice;
    vii. Take all necessary actions in case of suspension or withdrawal of certification.

4.2.6 Awarding Bodies shall meet the requirements of ISO 17024 standards in reviewing the effectiveness of the program.

4.2.7 Awarding Bodies shall provide the trainers with a registration form for the candidates. The registration form should be designed to collect information regarding age, gender, nationality, language skills, qualifications and experience of the candidate. A database of candidates shall be maintained by the trainer and the Awarding Bodies.

4.2.8 Awarding Bodies shall design and develop criteria for auditing external and internal trainers and obtain the approval of the Food Control Department. Audits should be carried out based on the approved criteria.

4.2.9 Awarding bodies should maintain a documented system to cancel the certification of PICs who are found incompetent by the Food Control Department.

4.3 Conduct of examinations and assessments

4.3.1 Awarding Bodies shall take appropriate action to ensure that quality and integrity of the examinations and qualifications are not compromised.

4.3.2 Awarding Body should appoint trained personnel to act as invigilators. Invigilators must arrive at the venue in good time and there should be at least one invigilator for every 20 candidates.

4.3.3 All seating should be arranged to prevent candidates from being able to overlook each others' work. Candidates should be seated at separate desks that should normally be placed at a distance of not less than 1.25 metres 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, multiple versions of the question paper should be used.

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

4.3.5 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.

4.3.6 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 should be cancelled and candidate should be instructed to leave the examination room after having his/her answer information sheets/examination papers collected.

4.3.7 The Awarding Bodies should formally notify the Food Control Department if the trainers or training companies fail to comply with the requirements stipulated in this document.

4.3.8 Awarding Bodies shall provide the Food Control Department with access to records and documentation relating to trainers, qualifications and audits. The officials specifically nominated by the Director of the Department shall have access to examination question papers, examination scripts, records of marking and any other relevant documents associated with the training program.

5. Requirements for Training Companies

5.1 General Requirements

5.1.1 Training companies will be approved for a period of three years unless the approval is revoked earlier by the Food Control Department or surrendered by the company.

5.1.2 Companies (as well as individuals) may gain approval as trainers of food safety training provided they employ at least one person with the knowledge, experience and skills required to meet the criteria set out in section 4 of this document.

5.1.3 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 staff are competent and have access to appropriate training, guidance and support.

5.1.4 Training companies must have a named point of contact for each course they deliver. This means that when a candidate has a query regarding any aspect of a qualification, or when the Food Control Department or an Awarding Bodies needs to make contact with a training company; it must be clear to whom they should direct enquiries and correspondence.

5.1.5 Training companies must use training materials provided by the Awarding Bodies that are approved by the Food Control Department and follow the lesson plan provided by the Awarding Bodies.

5.1.6 Training companies must adhere to the quality process and procedures of Awarding Bodies, the Food Control Department and the Dubai Accreditation Department at all times.

6. Requirements for Trainers

6.1 General Requirements

6.1.1 A food safety trainer shall be certified by the Accredited Awarding Bodies to conduct training and shall be registered with the Food Control Department.

6.1.2 A Trainer can be a full time employee in a food establishment or employed in an establishment authorised and approved by the Food Control Department to conduct food safety training.

6.1.3 The trainer shall have
   i. a clear understanding of the PIC competence standards (see Annexe 1)
   ii. the necessary knowledge, qualifications, experience to explain adequately why these standards are required
   iii. the necessary training skills to deliver the training program effectively

6.1.4 The trainer shall design and deliver a planned program of training/instruction which focuses on the training need(s) of the Person(s) in Charge and on achieving competences particular to the workplace.

6.2 Applying for trainer approval

The process of certifying applicants for their suitability to work as food safety trainers includes joint assessment by the Food Control Department and the Awarding Bodies accredited by the Dubai Accreditation Department. To allow the Food Control Department to make a decision on whether an applicant meets the criteria for approval as a trainer, each application must provide the following supporting information to the Awarding Body:

i. Records of training and qualifications
ii. Detailed résumé of relevant experience

6.3 Qualification, Experience and Knowledge

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

6.4 Food Safety Qualification:

i. Trainers should hold a verifiable Degree, Diploma or an Advanced Certificate that encompasses one or more of the following topics:
- Environmental/Public Health
- Food Science or Food Technology
- Food Safety/HACCP
- Food Establishment Management in the hotel, restaurant, or retail sectors
- Food Microbiology.

(The minimum duration of the certificate course should be 6 months)

ii. Trainers shall successfully complete the PIC train the trainer course offered by Awarding Bodies.

6.5 Food Safety Experience

Trainer should have at least two year's experience in food safety related job responsibility in one or more of the following areas:
- Supervision of food preparation (experience in foodservice/catering industry should be of a technical nature, and at a managerial level)
- Providing consultancy in food safety
- Regulatory authority with food safety responsibilities
- Quality assurance or control in a food operation
- Food Safety training at an appropriate level

6.6 Training Qualifications

Trainers should hold a teaching qualification recognised by the Food Control Department. Either a Certificate, or a Degree in Education, or a certified Train the Trainer should be sufficient.

6.7 Certification Examination

Trainers shall be certified to train Person(s) in Charge through completion of an examination conducted by the Awarding Body.

6.8 Demonstration of skills

The trainers may be required to demonstrate their training competence to the Food Control Department. This could be a part of the verification process for initial approval or a part of the ongoing assessment process to ensure compliance at a later stage.

6.9 Exemption to a formal food safety qualification

An exemption can be obtained if the trainer has more than 5 years of relevant experience (Sec 6.5), and can demonstrate sufficient knowledge and skills through a practical assessment conducted jointly by the Food Control Department and the Awarding Bodies. The assessment will determine the applicant's knowledge and capability to train in a professional and efficient manner.

6.10 Continuing Professional Development (CPD) for Trainers

Trainers should strive to continually update and improve their knowledge of issues and developments within the arena of food safety, and apply that knowledge for training. CPD, by definition, implies that an individual is already qualified, and that they are, through CPD, maintaining and enhancing their skills. CPD contributes to three basic areas:
- Maintenance of professional competence
- Enhancement of existing knowledge and skills
- Development of new knowledge and skills.

The CPD points for various programs can be obtained from the Food Control Department.

To retain the approval to train, trainers must:

i. Attend information up-date days provided by the Municipality

ii. Maintain a continuous, up-to-date and accurate record of their CPD activities;

iii. Present a written profile containing evidence of their CPD to the Food Control Department.

iv. Demonstrate that their CPD activities are a mixture of learning activities relevant to current or future practice (see learning activities below);

6.10.1 Annual Requirements

i. The Food Control Department requires a minimum of 30 hours CPD per annum for all trainers. The details of the CPD points should be submitted to the department by 31st of December each year and should list all the trainings covered in that year.

ii. The learning activities undertaken should help in improving the existing knowledge of the trainer. A trainer's CPD should include activities such as formal Training and professional activities (e.g. training programs, workshops, conferences, involvement with professional bodies, campaigns, writing journal articles etc)

iii. 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.

7. Design, Delivery and Assessment of Training Programs

7.1 Training Materials

     i. The trainer shall only use training materials that are reviewed and approved by the Awarding Bodies and the Food Control Department. This includes hand books, handouts and audio-visual aids.

     ii. Pre-course materials like handbooks must be provided at, or before the time of registration for the program

7.2 Pre-course assessment of trainees

The trainer should assess the competency of the individual registering for the PIC training before the registration process is complete and any potential problems that are identified including but not limited to language competency, job responsibilities etc that could affect the learning process and the effectiveness of the PIC at work, should be notified to the Food Control Department.

7.3   Course Plan

   7.3.1   The trainer shall provide the training course plan and the schedule of training sessions to the Awarding Body and the Food Control Department at least 5 working days before the training is conducted. The information about the course plan **must** include.

- Training dates and timings
- Details of the venue
- Number of trainees
- Course language
- Examination time
- And any other details that may be required for the registration of the trainees

   7.3.2   Any changes in the planned schedule shall be reported to the Awarding Bodies without delay.

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

7.4   Training Room

     i. Training should be conducted in rooms that are suitable and solely dedicated for that purpose.

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

     iii. The room should 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.

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

7.5 Delivery of Training

7.5.1 Food Safety Course – Level 1

Training providers shall provide the training through trainer-led lecture sessions. The training contact time excluding the breaks shall not be less than 4 hours. The instructor 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.

Level 1 is not an accredited program.

7.5.2 Food Safety Course – Level 2

Training providers shall provide the training through trainer-led lecture sessions. The training time excluding the examination shall not be less than 10 guided learning hours. The instructor 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.

7.5.3 Food Safety Course – Level 3

Training providers shall provide the training through a combination of trainer-led contact sessions and self learning exercises. The training time excluding the examination shall not be less than 18 guided learning hours.

7.6 Assessment

Examinations and assessment of candidates shall be conducted by the Awarding Bodies on behalf of the Food Control Department.

7.7 Dealing with Noncompliance
   i. Trainers and Training centres that do not meet the requirements listed in this document will be stopped from providing training without prior notice
   ii. In the case of poor delivery of trainings, the approval of the trainer will be suspended until the trainer is able to demonstrate full competency.
   iii. Awarding Bodies and the Food Control Department shall stop immediately the trainings that are conducted in unsuitable training rooms.

7.8 Training Fee

7.8.1 The following fee applies to the programs:

PIC Level 2
Registration with the Awarding Body- 150
Training Fee- 450

PIC Level 3
Registration with the Awarding Body-200
Training Fee- 700

Training centres shall not charge a fee less than the amount stipulated above. The payment includes the relevant training materials.

7.8.2   Payment Procedure

The special payment procedure is to ensure that:

- Trainings are organised effectively
- are allocated on time
- Cancellations of training are not done in the last minute or without prior notice.

i.   The trainee should make at least a partial payment to the training centre at the time of registration.

ii.   In the event of the cancellation of training by the training centre, the entire amount should be refunded.

iii.   If the trainee is unable to complete the session because he/she was late for the sessions, the trainee has to re-sit the entire training. The payment will not be refunded in this case.

These requirements will be effective from the 1st of September 2014.

The documented will be updated periodically. Always confirm with the Food Control Department and the Awarding Body to ensure that you are using the current version.

ANNEXE 1

Competency requirements of a certified Person in Charge with Food Safety Course – Level 1

Hygiene
1. Demonstrate commitment to good food hygiene practice
2. Maintain good personal hygiene and infection control
3. Manage and maintain building and an effective pest control system
4. Manage and maintain a satisfactory waste disposal system
5. Manage and maintain an effective cleaning program
6. Manage and maintain satisfactory storage and stock rotation

Food Safety Regulations
7. Demonstrate an awareness of the legislative requirements in Dubai relating to their business.
8. Understand food labelling requirements
9. Understand date marking principles
10. have a basic knowledge on shelf life of foods (understanding voluntary and mandatory requirements)
11. Understand registration system and approval of food products/ food contact packaging/ equipments etc.
12. Understanding food import and re-exports system (FIRS)
13. Use PIC checklist effectively

Food Safety Operations
14. Ensure food safety during product purchasing
15. Ensure food safety during storage and transportation

Competency requirements of a certified Person in Charge with Food Safety Course – Level 2

Personal Hygiene
1. Demonstrate commitment to good food hygiene practice
2. Promote a high standard of personal hygiene throughout the food operation
3. Explain the implications of foodborne illness in the food operation
4. Ensure food workers suffering from foodborne illness do not work in contact with open food

Structural Hygiene
5. Identify or report structural deficiencies in the food operation
6. Manage and maintain an effective pest control system
7. Manage and maintain a satisfactory waste disposal system

Food Safety Operations
8. Manage and maintain an effective cleaning programme
9. Where applicable to their job: ensure food safety during product purchasing
10. Ensure food safety during delivery receipt
11. Ensure food safety during storage
12. Ensure food safety during product preparation
13. Ensure food safety during cooking/processing/cooling/holding/service of food
14. Encourage good hygiene practice during the transportation of food
15. Where applicable to their job, ensure products are labelled correctly

Food Safety Management
16. Manage/review food safety complaints effectively

17. Manage and maintain food safety documentation and records

Staff Training and Management
18. Ensure that the food safety training needs and competencies of staff are met

Food Safety Regulations
19. Demonstrate an awareness of the legislative requirements in Dubai relating to their business
20. Provide assistance to food inspection officers
21. Follow up non-conformances with corrective action.
22. Use PIC checklist effectively

Competency requirements of a certified Person in Charge with Food Safety Course- Level 3

Personal Hygiene
1. Demonstrate commitment to good food hygiene practice
2. Promote a high standard of personal hygiene throughout the food operation
3. Explain the implications of foodborne illness in the food operation
4. Ensure food workers suffering from foodborne illness do not work in contact with open food

Structural Hygiene
5. Identify or report structural deficiencies in the food operation
6. Manage and maintain an effective pest control system
7. Manage and maintain a satisfactory waste disposal system

Safety Operations
8. Manage and maintain an effective cleaning programme
9. Where applicable to their job: ensure food safety during product purchasing
10. Ensure food safety during delivery receipt
11. Ensure food safety during storage
12. Ensure food safety during product preparation
13. Ensure food safety during cooking/processing/cooling/holding/service of food
14. Encourage good hygiene practice during the transportation of food
15. Where applicable to their job: ensure products are labelled correctly.

Food Safety Management
16. Manage and maintain the traceability system within their area of the food operation
17. Manage/review food safety complaints effectively
18. Implement and review the food safety management system (based on HACCP principles)
19. conduct internal audits
20. Manage and maintain food safety documentation and records

Staff Training and Management
21. Ensure the food safety training needs and competencies of staff are met

Food Safety Regulations
22. Demonstrate an awareness of the legislative requirements relating to their business
23. Provide assistance to food inspection officers
24. Follow up non-conformances with corrective action.
25. Use PIC checklist effectively