



The UK's leading supplier of food safety and compliance training materials & training

Dubai International Food Safety Conference

Interactive Training

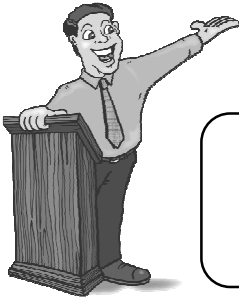
Richard Sprenger
Managing Director
Highfield.co.uk Ltd



23 February 2009 quality, value, service & integrity



What is training?

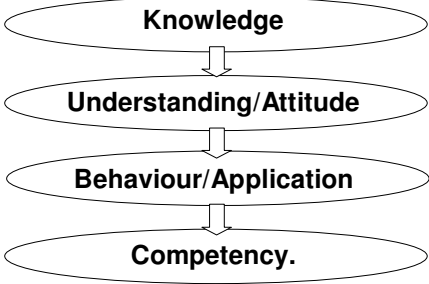


The process of bringing someone to an approved standard of proficiency (competency) by practice and instruction.

Objectives:
Enjoyable/interesting
Relevant to the job
Achieve competency

Prev 2 Next

What are the steps to achieving competency?



Knowledge

Understanding/Attitude

Behaviour/Application

Competency.

Prev 2 Next

What are the benefits of hygiene training?

Benefits

- Safe food
- Reduce wastage
- Reduce complaints
- Increased job satisfaction
- Increased productivity
- Correct procedures
- Legal requirements
- Good company image
- Management skills
- Reduced supervision
- Develops a food safety culture.



Prev 4 Next

What is HABC recommended training for food handlers?

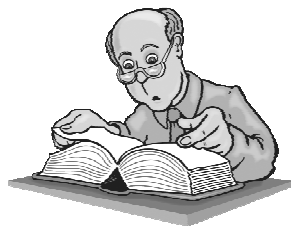
Training	Who	When
Induction Level	All	Before handling food
Level 1	Low-risk food handlers, manufacturing and retail	Within 1 month
Level 2	High-risk catering food handlers	Within 3 months
Level 3	Supervisors	Within 3 months
Level 4	Manager	Within 3 months

- Specific training for specific jobs
- HACCP training
- Reinforcement/refresher/update training
- Through a food safety training programme.

Prev 5 Next

What are the barriers to learning/competency?

- Literacy
- Language
- Peer pressure
- Lack of resources
- Disinterest by supervisors/managers
- Lack of motivation
- Lack of training expertise
- Lack of supervision following training.



Prev 6 Next

Ignorance causes accidents

If knowledge alone results in good practice, why do people speed?

- How important is the journey?
- Is the limit reasonable?
- What are the risks?
- Detection/deterrent.



Prev 7 Next

What encourages the implementation of good practice?

- Management commitment
- Culture of organisation
- Resources/facilities (remove the barriers)
- Effective training
- Effective supervision
- Motivation
- Reinforcement
- Competency assessment
- Detection and deterrent
- Reward and punishment.



Prev 8 Next

Successful learning

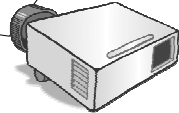
- Relevant to Job (HACCP or risk assessment)
 - Prior Knowledge
- Continuous
- Convenient (time of day, not busy)
- Realistic (understandable)
- Credible (Scientific/accurate)
- Interesting (enjoyable)
- Interactive.



Prev 9 Next

Training methods

- On-the-job coaching/instruction, in-house or external courses and computer based training (e-learning)
- Reinforcement, demonstrations, group exercises, role playing or quizzes
- Distance learning/meetings/seminars
- Leading by example.



Prev 10 Next

Future training aids

- Interactive PowerPoint's
- Interactive DVDs
- Books, including assessments
- Increase use of quizzes, spot the fault and card games
- E-learning
- Blended learning



Videos and acetate packs have declined rapidly.



Prev 11 Next

What does interactive look like?

GE Group Exercise	CQ Class Question	CE Class Exercise	IE Individual Exercise
HO Handout	Q_s (Homework or classroom quiz) Test yourself	R Revision	

The last point on a slide is denoted by a full stop.



Play a clip from a Highfield DVD



Play an interactive game show section



Play an interactive game.

Prev 12 Next


1 **HO** **IE** **What are the definitions of...?**

A	Contamination	5	The presence or introduction of a hazard.
B	Cross-contamination	3	The transfer of bacteria from raw food to ready-to-eat food by direct or indirect contact.
C	Food hygiene/safety	7	The measures and conditions necessary to control hazards and to ensure food is fit for human consumption, i.e. safe to eat.
D	Food poisoning	1	An acute illness, caused by the consumption of contaminated or poisonous food.
E	Food safety hazard	4	Something with potential to cause harm.
F	Pathogen	2	A disease-causing organism.
G	Safe food	6	Food that is free of contaminants and will not cause harm, injury or illness.

Prev 13 Next

CQ **What are the symptoms of food poisoning?**

- Abdominal pain/stomach cramps
- Diarrhoea
- Vomiting
- Nausea (feeling sick)
- Fever
- Dehydration
- Collapse.



Prev 14 Next

2 **HO** **GE** **Benefits or costs of food safety?**

A good reputation/customer confidence/satisfaction	<input checked="" type="checkbox"/>
Protects customers	<input checked="" type="checkbox"/>
Protects brands	<input checked="" type="checkbox"/>
Food poisoning outbreaks (death/suffering)	<input checked="" type="checkbox"/>
A bad reputation/brand damage	<input checked="" type="checkbox"/>
Food contamination and customer complaints	<input checked="" type="checkbox"/>
Pest infestations	<input checked="" type="checkbox"/>
Waste food due to spoilage	<input checked="" type="checkbox"/>
Protects staff	<input checked="" type="checkbox"/>
Improved food safety, less risk of food poisoning	<input checked="" type="checkbox"/>

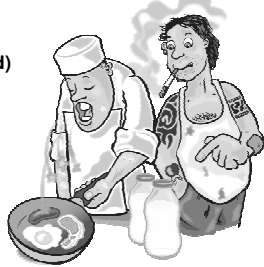
Prev 15 Next



The law relating to food handlers

Food handlers must:

- Have high standards of personal hygiene
- Wear clean protective clothing
- Inform supervisor if ill
- Not work if ill (contaminate food)
Report to supervisor.



Prev 16 Next

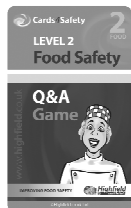
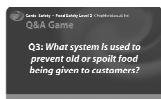
3 HO IE

Spot the hazards (personal hygiene)



Prev 17 Next

Using Highfield's Cards4U energizers



Split the class into groups

Split the pack into questions and answers

Lay all 26 answers out on the table

Read the questions and match to the answers

E-learning/volunteer/quiz

Spot the hazards

Prev 19 Next

4 HO GE **Crossword**

Across

- This can be used to check that food is thoroughly cooked (11)
- What do overflowing waste bins in yards attract? (5)
- Cause nettle rash, swelling of the throat and anaphylaxis (5)
- What process destroys all micro-organisms and their spores? (13)
- Which process reduces bacteria to a safe level? (12)
- What is a food safety management system based on 7 HACCP principles? (5)
- An insect or animal which contaminated food (4,4)

Down

- What need to be effective in food rooms to keep temp down? (11)
- These spoil food, survive freezing and can be inactivated by blanching (7)
- What should be removed from a food room prior to maintenance? (4)
- Which time must be adequate to ensure effective disinfection? (7)
- Rapid cooling is essential to prevent these germinating (6)

Click an answer...

Prev 20 Next

Fill the fridge game

Drag the foods to the correct place in the fridge....



Having problems With this slide?

Prev 21 Next

CE **High-risk (tick) or low-risk (cross)?**

Hold up ✓ or X

<input checked="" type="checkbox"/> Margarine	<input checked="" type="checkbox"/> Dried prunes	<input checked="" type="checkbox"/> Toast
<input checked="" type="checkbox"/> Vacuumed packed ham	<input checked="" type="checkbox"/> Wine	<input checked="" type="checkbox"/> Bag of sugar 2 years old
<input checked="" type="checkbox"/> Digestive biscuits	<input checked="" type="checkbox"/> Gravy granules	<input checked="" type="checkbox"/> Pickled onions
<input checked="" type="checkbox"/> Rice pudding	<input checked="" type="checkbox"/> Gravy	<input checked="" type="checkbox"/> Prawn cocktail
<input checked="" type="checkbox"/> Baked potato in foil	<input checked="" type="checkbox"/> Raw milk	<input checked="" type="checkbox"/> Breakfast cereals
<input checked="" type="checkbox"/> Oysters	<input checked="" type="checkbox"/> Raw egg products	

Prev 22 Next

CE **Which of the following illnesses or conditions must be reported to the supervisor?**

Hold up ✓ or X

Eaten suspect food	<input checked="" type="checkbox"/>	Moles	<input checked="" type="checkbox"/>
Septic cuts/boils	<input checked="" type="checkbox"/>	Skin infection	<input checked="" type="checkbox"/>
Sprained ankle	<input checked="" type="checkbox"/>	Black eye	<input checked="" type="checkbox"/>
Bruised arm	<input checked="" type="checkbox"/>	Diarrhoea, vomiting or food poisoning	<input checked="" type="checkbox"/>
In-growing toenail	<input checked="" type="checkbox"/>	Serious cold/flu	<input checked="" type="checkbox"/>
Ill whilst abroad	<input checked="" type="checkbox"/>	Close family contact has diarrhoea, vomiting or food poisoning	<input checked="" type="checkbox"/>
Sunburn whilst abroad	<input checked="" type="checkbox"/>		

Prev 23 Next

Qfs **Test yourself**


- **What is biological contamination?**
 - The presence of micro-organisms in food
- **Why should food be cooked thoroughly?**
 - To destroy pathogens
- **What is a toxin?**
 - A poison produced by pathogens/bacteria
- **What is a spore?**
 - A resistant resting phase protecting bacteria against adverse conditions
- **State three different types of micro-organism:**
 - Bacteria, virus, mould and parasites
- **What are the two main types of bacteria that adversely affect food?**
 - Pathogens and spoilage
- **What do bacteria need to multiply?**
 - Warmth, food, moisture and time.

Prev 24 Next


Interactive DVDs

Food Safety


Revision Q&A



DVD
VIDEO




INTERACTIVE
VIDEO CLIP




INTERACTIVE
EXERCISE


Health & Safety



DVD
VIDEO



INTERACTIVE
VIDEO CLIP



INTERACTIVE
EXERCISE

Please choose an option above

Prev 25 Next

The future for trainers

- Work with organizations to develop and deliver bespoke courses (commended by awarding bodies) and to develop positive food safety cultures
- Training will need to be interactive to be successful
- Increase in number of in-house trainers delivering bespoke courses
- Content – more practical/relevant and less theory
- Increased emphasis in changing behaviour, ensuring implementation and developing competency
- Requirement to validate/verify training
- Trainers to be qualified to a higher level

Prev 26 Next



The UK's leading supplier of food safety and compliance training materials & training

Thank you for listening

"If you think safety is expensive. Try an accident"

Stelios Haji-Ionnou,
Easyjet



quality, value, service & integrity