Qualification Specification

Highfield Level 4 Award in Managing Food Safety in Catering (RQF)

Qualification Number: 500/7327/8

Version 1.1   April 2018

Contents

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Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

Qualification regulation and support

The Highfield Level 4 Award in Managing Food Safety in Catering has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual.

Key facts

Qualification number:	500/7327/8
Learning aim reference:	50073278
Credit value:	6
Assessment method:	Multiple-choice and written examination
Guided learning hours (GLH):	40
Total qualification time (TQT):	60

Qualification overview and objective

The objective of this qualification is to prepare learners for employment in a catering role, or to support a role in the workplace.

The qualification is intended for those whose job requires them to have some responsibility for food safety. Learners are likely to have management responsibilities for an operational team.

This qualification covers the subject of food hygiene at a suitable depth to ensure learners have a thorough knowledge of hazards and controls; its focus is on the importance of developing, implementing and monitoring food safety procedures.

Its topics are regarded by the Foods Standards Agency as being important to maintaining good practice in the production of safe food.

Entry requirements

It is advised that learners already hold the Level 3 Award in Food Safety in Catering, or equivalent.

It is also advised that learners have a minimum of Level 2 in literacy and numeracy, or equivalent.

Guidance on delivery

The total qualification time for this qualification is 60 and of this 40 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

Guidance on assessment

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.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing a learner for assessment. For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) Policy in the members' area of the Highfield website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

Tutor requirements

Highfield Qualifications recommends that nominated tutors for this qualification have teaching experience and hold a qualification in the relevant subject area.

Therefore, it is recommended that nominated tutors have a Level 4 Food Safety qualification from a recognised awarding body, together with relevant work experience and a training qualification or training experience.

Suitable Subject Area Qualifications may include:

- Degree or DipHE in a related subject such as:
    - Food Science
    - Environmental Health
    - Home Economics
    - Microbiology
    - or one that contains elements of these subjects
- HNC/D in a related subject (as outlined above);
- Level 4 qualification in Food Safety or equivalent;
- Graduate Diploma in Food Science and Technology of the Institute of Food Science and 5 Technology; or
- any other HABC approved qualification.

Suitable Teaching Qualifications include:

- Highfield Level 3 Award in Delivering Training (RQF);
- Highfield Level 3 International Award in Delivering Training (IADT);
- Level 3 or 4 PTLLS or above;
- Diploma or Certificate in Education;
- Bachelors or Masters Degree in Education;

- City and Guilds Teachers Certificate or equivalent;
- Level 3 or 4 NVQ in Training and/or Development;
- Professional Trainers Certificate; or
- Proof of at least 30 hours of training in any subject.

It is also recommended that Nominated Tutors are able to demonstrate relevant experience and knowledge in a work context and provide evidence of engagement with the subject field and continuing professional development.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

If a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

On successful completion of this qualification, learners may wish to continue their development by undertaking one of the following:

- Level 5 Food Safety qualifications
- Hospitality competency-based qualifications

Useful websites

- www.highfieldqualifications.com
- www.highfield.co.uk
- www.food.gov.uk

Recommended training materials

Hygiene for Management, Sprenger, R.A. Highfield.co.uk Ltd

Appendix 1: Qualification structure

To complete the *Highfield Level 4 Award in Managing Food Safety in Catering (RQF)*, learners must complete the one unit contained within the mandatory group.

Mandatory group

Unit reference	Unit title	Level	GLH	Credit
H/502/0390	The Principles of Food Safety Management for Catering	4	40	6

Appendix 2: Qualification content

Unit 1: The Principles of Food Safety Management for Catering
Unit number: H/502/0390
Credit: 6
GLH: 40
Level: 4

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
1. **Understand how food business operators can ensure compliance with food safety legislation**	1.1 Explain food business operator and staff responsibilities with regard to food safety legislation 1.2 Analyse the requirements of food safety legislation and procedures for compliance and enforcement
2. **Understand the operational requirements needed to ensure food safety**	2.1 Explain how the design, layout, construction and maintenance of premises and equipment can affect food safety 2.2 Discuss the implementation, management and application of good hygiene practices, to include cleaning, disinfection and pest control 2.3 Explain procedures for supplier and stock control 2.4 Describe operational methods and safe working practices
3. **Understand how to establish food safety management procedures**	3.1 Outline processes for designing and implementing food safety management procedures, including allocating resources, roles and responsibilities 3.2 Analyse the risks to food safety from microbial, physical, chemical and allergenic hazards in a specified food business 3.3 Communicate food safety management information to staff, visitors and suppliers

Learning Outcomes	Assessment Criteria
The learner will	*The learner can*
	3.4 State the need for, and benefits of, staff training and the maintenance of training records
4. Understand the controls required for food safety	4.1 Review controls for microbial, physical, chemical and allergenic hazards in a specified food business
	4.2 Discuss methods for monitoring and recording food safety hazards
	4.3 Determine the corrective actions required if food safety hazards are not controlled
5. Understand how to maintain food safety management procedures	5.1 Explain methods for verifying the effectiveness of food safety management procedures
	5.2 Describe circumstances that require adjustment of food safety management procedures
	5.3 Describe how to implement adjustments to food safety management procedures
	5.4 Outline strategies for developing and maintaining a food safety culture within an organisation

Indicative content

• **Introduction to Food Safety and Contamination**
 	
 • Candidates must understand the importance of food safety management in catering by being able to:
   o define key terms relating to food safety including:
     – define food safety/hygiene, food poisoning, contamination, hazard, risk, control, monitoring, corrective action, verification, food safety management system, pathogen, safe food
   o identify the benefits of good and the costs of poor food hygiene:
     – describe the benefits to food businesses, consumers and food handlers of high standards of food hygiene
     – explain the moral, legal and economic impact of poor food hygiene practices to food businesses, consumers and food handlers

- o explain the importance of food safety procedures:
  - − evaluate the most recent incidents of reported food borne illness regarding causative organisms and food vehicles and give reasons for seasonal variations in reported outbreaks
- o outline the characteristics of different food types:
  - − identify, providing examples the main characteristics of high risk, raw, low risk and ready to eat raw foods and outline the dangers associated with contamination of each food type
- o explain the four main types of contamination associated with the production of food and analyse the risks posed to food safety, identify how they may occur and give examples of how they can be controlled and managed in the food industry:
  - − define the four main food safety hazards: microbiological, physical, chemical and allergenic
  - − give examples of sources of physical hazards, differentiate between intrinsic and extrinsic contamination and identify suitable policies and procedures to control their prevention, detection and removal
  - − give examples of sources of chemical hazards (inherent and introduced) and compare and contrast suitable policies and procedures to control their prevention, detection and removal
  - − describe the main symptoms of an allergenic reaction and give examples of common allergens and identify suitable policies and procedures to prevent consumption by persons who are sensitive to allergens
  - − describe and explain principal routes vehicles and routes of contamination and cross contamination
  - − outline the possible consequences if food safety hazards are not controlled

- **Microbiology (Multiplication & Survival Hazards)**

- Candidates must understand how micro-organisms pose a hazard to food safety by being able to:
  - o discuss the main characteristics of micro-organisms, including optimum growth requirements:
    - − outline the structure, shape and size of bacteria and distinguish between the main types of bacteria
    - − describe how bacteria multiply, and identify factors influencing bacterial growth
    - − state the temperature range of the danger zone, optimum temperatures for bacterial growth, temperatures when most pathogens will stop multiplying and temperatures where they will die
    - − identify timescales involved in bacterial multiplication and explain the significance of the bacterial growth curve
  - o identify effective methods of destroying microbes:
    - − methods include: heat (cooking, pasteurisation, ultra-heat treatment), use of chemicals, such as salt, sugar, acids
    - − outline the principles involved with methods of preservation

- explain how bacterial spores and toxins are formed and why these may pose a hazard within the food industry:
    - explain the terms 'bacterial spore', identify the role spores play in the survival of bacteria, describe the conditions under which spores are formed and the consequences these may have for food safety
    - describe how some bacteria produce toxins and distinguish between exotoxins and endotoxins
- identify the signs of spoilage and identify what may cause spoilage:
    - signs of spoilage to include bacterial activity, enzyme activity, moulds, physical damage
    - describe controls which can be utilised to control microbial and enzyme activity to reduce the rate of spoilage in food

- **Food Borne Illness**

- Candidates must know and understand the main reasons for food poisoning and food borne illnesses and understand the importance of preventing illness by being able to:
    - describe common sources, food vehicles, incubation periods and controls of common food poisoning and food borne disease organisms:
        - explain the main differences between food poisoning and food borne disease
        - distinguish the differences between toxic and infectious causes of food borne illness
        - explain the symptoms, sources, incubation periods, and controls for the principal pathogens that cause food poisoning
        - identify groups of people most at risk from food poisoning
        - explain the symptoms, sources, incubation periods, and controls for the principal pathogens that cause food borne diseases
        - explain the symptoms, sources, incubation periods, and controls for food related viruses and protozoa
    - know that chemicals, metals, poisonous plants and fish can cause serious problems in the food industry and provide examples of each
    - explain the role of management and environmental health practitioners in outbreak investigation:
        - identify the role of the manager, supervisor and food handlers regarding food poisoning outbreak investigation
        - determine, implement and review procedures relating to food poisoning outbreak control
        - describe the role of the consultant in communicable disease

- **Food Handlers and Personal Hygiene**

- Candidates must understand the importance of ensuring food handlers do not contaminate food by being able to:
    - outline how people are both sources and causes of food poisoning and identify methods of controlling and monitoring food poisoning and contamination from personnel:
        - explain hazards associated with infections, skin complaints and injury and describe how these can be controlled

- describe the responsibilities of all staff regarding personal hygiene
- describe how non-food handling personnel (for example maintenance, contractors, visitors, delivery personnel) can contaminate food and be able to develop, implement and monitor procedures to control from these personnel
- outline unhygienic practices to be avoided in food handling areas, describe how they may cause contamination and suggest suitable controls
- describe the importance of hand wash and explain suitable procedures for effective hand wash. outline important times when hands should be washed

o discuss the role of management in securing high standards of personal hygiene and preventing contamination of food:
- describe how to develop, implement and manage an effective personal hygiene policy
- outline the manager's role regarding reporting of illness and establishing and maintaining procedures regarding illness reporting and exclusion

o outline the characteristics of protective clothing for food handlers:
- identify, and evaluate types of protective clothing which may be provided and describe how provision of suitable clothing may prevent contamination of food
- outline the hazards which may be associated with wearing of jewellery, personal effects and nail varnish/false nails and lashes and be able to develop, maintain and monitor policies and procedures to control these hazards

o describe the main legislative requirements relating to personal hygiene

o identify the importance of excluding food handlers who are ill, and have an awareness of the department of health 'food handlers, fitness to work' guidelines:
- state controls necessary for food handlers who are suffering from or suspected of suffering from; food borne illness

o discuss the benefits and limitations of medical screening for food handlers:
- identify why carriers are of concern in the food industry and be able to develop, implement and monitor suitable controls
- identify pros and cons of medical screening
- identify the personal requirements necessary for food handlers and discuss the need for careful selection of staff

- **Training and Education**

- Candidates must understand how development, implementation and monitoring of food safety training can assist in the prevention of food borne illness and contamination of food by being able to:
  o identify the benefits of training and explain why planned training is essential within a food business:
  - explain how training can assist in the development of a positive food safety culture
  o outline the legal requirements relating to training of food handlers
  o analyse the factors requiring consideration (including content) when developing and implementing a food safety training programme and evaluate how the success of training can be assessed:

- identify the benefits of assessing training needs for all levels of staff (including contractors and temporary staff) when developing food safety training programmes
- state the importance of considering staff role, experience and skill and explain how barriers to learning such as language or literacy may be overcome
- describe a variety of methods which can be used to effectively communicate information and responsibilities regarding food safety, including procedural and legislative changes
- describe sources of information and guidance which may be used when developing a food safety training programme
- know the importance of implementing food safety training and outline methods by which this can be achieved
- explain the reasons for providing feedback to staff regarding food safety matters
- outline the importance of developing supervisors to enable the effective reporting from management to supervisor regarding food safety and outline the importance of refresher training
  - o outline the need for training records:
    - describe the need for maintenance of accurate and up to date training records
    - outline how training records can be of use to a food business

- **Food Hazards and Controls from Purchase to Service**

- Candidates must know and understand the role of the manager with regard to managing operational requirements regarding food production by being able to:
  - o analyse and discuss the hazards associated with the operational methods of the organisation:
    - identify hazards which may be present at each stage of food production and service including purchase, delivery, storage, preparation, cooking, hot holding, cold holding and service
    - outline the processes and potential hazards associated with interrupted catering processes such as cook-chill, cook-freeze and sous vide
    - explain the importance of analysing and evaluating potential hazards and controls in the event of change, for example introduction of a new process, equipment or menu change
  - o identify and review controls and monitoring required for food purchase and supplier selection, receipt, storage (including the importance of stock control), preparation, thawing, cooking, cooling, reheating and serving:
    - identify suitable methods of selecting, and monitoring suitable suppliers
    - outline requirements for safe transport, delivery and receipt of stock
    - outline how to monitor supplier food deliveries and describe suitable management actions in the event of poor supplier performance regarding food safety
    - describe and explain the principles of temperature control during storage for different food types and be able to develop, implement and monitor controls for ambient, chilled and frozen storage of food
    - describe the principles of stock rotation and outline how to design, implement and monitor the effectiveness of the system

- state the requirements of statutory date marking of food and explain the terms 'use by' and 'best before' and outline rules regarding labelling of both packaged and open foods
- describe the types of food packaging available which is designed to reduce the risk of contamination
- outline the role of management regarding the production and service of safe food, including the need to identify staffing requirements and provision of other adequate resources
- identify the role of management regarding provision of suitable resources, equipment and procedures regarding transportation of food and outside catering events
- outline extra controls which may be required when providing food to vulnerable groups or in non-routine circumstances such as airline catering
- develop, implement, monitor and explain suitable procedures for thawing, chilling, freezing, preparation, cooking, reheating, hot holding, display (ambient, frozen and chilled, packaged and open) and service and transportation of food
- outline the legal and recommended temperatures and conditions for storage, preparation, cooking, cooling, display, transportation and sale of hot, frozen and chilled foods

- **The Design and Construction of Food Premises and Equipment**

- Candidates must be aware of their role in reducing risks of food contamination from premises and equipment by being able to:
  - outline the requirements regarding site selection, construction materials and finishes:
    - describe how site selection, construction materials have an important role in securing and maintaining food safety
    - outline considerations which should be made regarding selection, construction and finishes for mobile and temporary food production areas
  - discuss the role of management regarding satisfactory design and construction of food premises and equipment:
    - identify the role of the manager when selecting new food equipment and premises (including temporary premises)
    - describe the role of the manager with regard to maintenance programmes, including establishing priorities for repair and improvements based on food safety risk
  - explain the importance of linear workflow, including segregation of processes:
    - identify how linear workflow helps to prevent cross contamination
    - discuss the hygienic principles for design and use of food premises and equipment
    - outline principles for selection, siting and maintenance of food equipment
    - outline principles for selection, siting and maintenance of chillers, refrigerators and frozen storage units
  - discuss the need for provision of washing facilities, ventilation, lighting and water, effluent and waste disposal:
    - describe the requirements for washing facilities, ventilation, lighting, water, effluent and waste disposal and outline associated hazards and controls for each

- describe hand wash and drying facilities which must be available for use by food handlers
- explain why refuse, waste and unfit food should be stored and disposed of correctly and outline methods of achieving this in a food business

o outline the legal requirements for design and maintenance of food premises:
- identify how suitable design can assist a food business to comply with legislative requirements

- **Cleaning and Disinfection**

- Candidates must understand the importance of effective cleaning and disinfection in food premises and be able to:
  o discuss the management role regarding the principles and importance of cleaning and disinfection:
  - identify how effective cleaning and disinfection of food premises and equipment assists in maintaining food safety
  - discuss the principles of cleaning and disinfection processes (including clean in place) and describe appropriate methods of cleaning and disinfection
  - describe how to store cleaning materials and equipment correctly
  - discuss how to manage difficulties in cleaning premises and equipment
  o discuss the management role with regard to the systems of organising, controlling and monitoring cleaning and disinfection to assist in ensuring the safe production of food
  o outline the legal requirements relating to cleaning and disinfection of food premises
  o outline the properties and functions of cleaning chemicals:
  - state the energies required for cleaning
  - describe the functions and desirable qualities of detergents, disinfectants and sanitisers and outline when and how each should be used
  o determine and implement cleaning schedules to help ensure effective cleaning

- **Pest Management**

- Candidates will know and understand their responsibilities regarding the implementation of operational procedures regarding pest control and be able to:
  o discuss the hazards and controls involving food pests:
  - outline the hazards associated with pests and explain why pests must be controlled within the food industry
  - explain the actions that should be taken by food handlers, supervisors and managers if evidence of pests is found
  - outline the managers role regarding developing, implementing and monitoring a pest control policy and describe the importance of keeping up to date records
  o describe the main food pests and their habits:
  - identify characteristics and habitat of the main food pests, including rodents, insects and birds and identify how to detect signs of an infestation
  - describe conditions that pests require to thrive
  o identify the principles of pest control:

- – list and explain the main types of environmental, physical and chemical controls for different pests and outline the benefits and limitations of each
  - – know the importance of proofing and good housekeeping in relation to pest control
- o describe the considerations to be made when selecting pest control contractor:
  - – identify how a pest contractor should be selected and the criteria that may be used to ensure they are suitable
  - – explain the importance of monitoring the activities of the pest controller
- o outline the legal provisions relating to pest control in food businesses

- **Food Safety Management and HACCP**

- Candidates will know and understand their role in developing, implementing, monitoring, reviewing and evaluating the implementation of food safety management procedures and be able to:
  - o describe the concept of HACCP and have the knowledge to implement an effective food safety management system based on HACCP principles food safety procedures:
    - – Identify the origin and purpose of HACCP based food safety systems and provide examples of different systems (such as CODEX HACCP, Safer Food Better Business, CookSafe, Safe Catering) and identify how they can be used by different food businesses
    - – explain how the development and effective implementation of food safety management systems will benefit both consumers and food businesses
    - – describe how food safety management systems may be developed, implemented and maintained within a food business
    - – identify and give examples of, expert guidance and support that a food business may need to develop and implement food safety management systems
  - o know the preliminary steps required prior to implementing a food safety management system:
    - – explain the basic terminology of HACCP
    - – explain what is meant by a pre-requisite programme, and explain the importance of pre-requisites in a food business
    - – identify the importance of a team approach when developing a HACCP study and discuss the attributes and roles required for team members
    - – outline training which HACCP team members require
    - – list and describe the seven principles of HACCP
    - – explain the importance of determining the scope of the HACCP study and terms of reference and discuss how to prepare a process flow diagram
    - – explain the importance of conducting a hazard analysis and describe how it may be carried out
    - – describe the purpose of control measures and provide examples of controls which can be applied during production and service of food
    - – describe the significance of determining critical steps in the process and identify how they may be identified using the decision tree
    - – outline the criteria that should be used to establish critical limits, tolerances and target levels at each critical control point

- explain the importance of developing and implementing suitable monitoring procedures and identify how these can be developed and give examples of a variety of monitoring methods which may during production and service of food
- explain the importance of establishing suitable accurate recording systems and describe a monitoring records which may be produced for production and service of food
- explain the managers role with regard to establishing roles, responsibilities and reporting routes for the monitoring and supervision of control measures
- identify types of failures which may occur at critical control points and determine suitable corrective actions which may be applied during production and service of food
- explain the managers role with regard to establishing roles, responsibilities and reporting routes for corrective action plans
- explain why corrective action plans should be established in advance of failures and how this can help to prevent food safety problems
- describe procedures to verify the effectiveness of the food safety management system
- describe documentation that should be developed as part of a HACCP study
  - o outline the legal requirements for food safety management systems

- **The Role of the Manager**

- Candidates must have an understanding of the role of the manager in securing food safety, and be able to:
  - o discuss managers role in ensuring food safety
  - o outline methods by which management of food safety can be achieved:
    - outline the managers role regarding developing, implementing, monitoring, reviewing, evaluating and reviewing food safety procedures
    - describe ways to determine the success of food safety management procedures and outline how to audit, review and improve food safety management procedures
    - explain the importance of regular review of procedures and identify when planned and urgent reviews should take place
  - o explain the importance of allocation of responsibilities within a food organisation:
    - state why all staff within a food business have responsibilities for food safety and outline the importance of clear reporting routes
    - explain the role and responsibilities of food handlers with regard to food safety, including following procedures and monitoring of controls
    - explain the role and responsibility of supervisors with regard to food safety
    - describe how effective supervision procedures can assist in ensuring food safety and outline methods of developing, implementing, monitoring evaluating and reviewing those procedures
  - o describe the importance of a food safety policy and outline the content of a typical food safety policy:
    - explain general content and importance of a food safety policy with reference to both routine and non-routine procedures
    - explain the importance of including policies and procedures regarding investigation of food poisoning allegations and customer complaints

- outline the sources of information available:
    - identify other relevant sources of further information advice and guidelines relating to food safety and identify when this may be required
- identify strategies for promoting a good safety culture within a food business:
    - explain the importance of developing a positive food safety culture within a food business
    - identify strategies to achieving, maintain and improve a positive food safety culture, for example effective development and communication of food safety procedures, provision of training and other resources, encouraging feedback, having clear reporting routes

- **Food Safety Legislation and Enforcement**

- Candidates must have an understanding of the need for food law and food safety enforcement and be able to:
    - recognise and understand the main food safety legislation:
        - understand the format of UK and European legislation relating to food safety and know how EC legislation applies to member states
        - explain the key elements of current UK food safety legislation, in particular with regard to the safe production and service of safe food and evaluate the requirements to ensure compliance in a variety of food businesses
    - explain the role of authorised officers and enforcement authorities:
        - know how legislation is applied
        - understand the role of enforcement authorities and authorised officers
    - understand the purpose of codes of practice and industry guides:
        - describe the purpose of codes and practice and industry guides
    - outline the power of authorised officers and criteria for prosecution:
        - outline actions that may be taken by enforcement officers
        - know the implications of non-compliance with food safety legislation and the penalties which can be applied
        - explain the defence of due diligence in the food industry
        - explain the role of the manager with regard to development, maintenance and monitoring food safety and explain how this will contribute to a due diligence defence

Appendix 3: Sample assessment material

Sample questions (marks for guidance only):

Multiple-choice

1. The **main** reason for having a linear workflow in a food room is to prevent the:
   a) multiplication of bacteria
   b) microbiological contamination of food
   c) chemical contamination of food
   d) physical contamination of food

2. The **main** responsibility of a manager regarding pest management is to:
   a) train food handlers to check bait boxes
   b) ensure that staff report signs of a pest infestation
   c) understand how poisons work in killing insects
   d) train food handlers to inspect rodent traps

3. Which of these is the **best** method of controlling bacterial multiplication on food?
   a) Minimising the time of food preparation at room temperature
   b) Ensuring that the cooking temperature is above 50ºC
   c) Using separate equipment for raw and cooked food
   d) Purchasing food from reputable suppliers

Written examination

4. i. Describe the importance of ensuring a food business uses approved food suppliers. (*5 marks*)
   ii. Outline the checks you, as a manager, could put in place to approve food suppliers. (*6 marks*)
   iii. Identify problems that may occur at the delivery stage, and outline controls that could be implemented to prevent hazards at this step. (*6.5 marks*)

5. i. Describe the factors you would need to take into account when assessing the food hygiene training needs of your staff (*4 marks*)
   ii. Outline the content of a short training session to be delivered to staff with regards to the control of physical contamination in a food business. (*9.5 marks*)
   iii. Describe 4 ways the effectiveness of the training programme could be assessed in the workplace. (*4 marks*)

6. i. Outline why creating a positive food safety culture is important in a business, your answer should include a brief description of what a positive food safety culture is. (*4 marks*)
   ii. **Excluding** references to training, identify and explain ways in which a manager of a food business could improve the food safety culture of their business. (*6.5 marks*)
   iii. Identify **key** elements you would include in a 1 to 2-hour internal HACCP awareness training programme for team leaders/supervisors to enable them to effectively implement and follow the company's HACCP plan. In your answer, you should outline why the elements identified are important. (*7 marks*)