

# Level 4 Award in Managing Food Safety in Catering

## Candidate guidelines

This qualification meets industry's need for a high-level practical training programme with external accreditation. The syllabus and assessments have been developed with reference to the QCF unit H/502/0390.

The training programme is delivered by CIEH registered centres and trainers and consists of at least 36 hours of teaching time, typically over five or more days.

To achieve the award you must undertake a controlled assignment based on your chosen workplace and take a written examination.

### **Successful candidates will be able to:**

- guide and advise on the management of food safety in a catering business
- contribute to the management of food safety in a catering business
- identify further technical knowledge necessary in food safety management procedures
- determine further training requirements
- identify areas for legal compliance
- determine good practice
- design an improvement plan
- outline a HACCP-type plan
- promote and encourage good standards of food safety
- liaise with enforcement officers
- deliver level 1 and 2 food safety training (with appropriate training skills).

### **The programme is ideal for:**

- owners or managers of catering businesses
- trainers
- supervisors with level 3 food safety knowledge
- those who monitor and audit food safety systems.

# Syllabus

## A Introduction to food safety management

Candidates should understand the relationship between food safety and the socio-economic cost of food-borne illness and is able to:

- i Outline the economic costs to employers and the personnel costs of food-borne illnesses.
- ii Explain the benefits to the employer of high standards of food safety.
- iii Describe the manager's role in managing food safety.
- iv State the trend in the incidence of reported cases of food-borne illnesses over recent years and the foods that are most commonly involved.
- v Explain the reasons for seasonal variations and the groups most at risk in reported outbreaks of food-borne illness.

## B Ensuring compliance with legislation and industry guidance

Candidates should understand the format of UK and European food safety legislation as it relates to the management of food safety in a catering business and be able to:

- i Understand the application of EC Directives to member states.
- ii Explain the key aspects of present UK legislation.
- iii Describe the role of industry guides and codes of practice.
- iv State how legislation is applied, actions that may be taken by enforcement officers and the consequences of non-compliance.
- v State the responsibilities of proprietors, managers, supervisors and food handlers towards food safety.
- vi Explain the role that managers have in communicating food safety to staff.
- vii State the responsibility that managers have towards the maintenance of appropriate food safety records and demonstrating due diligence.
- viii Describe the role of management when working with enforcement officers to investigate an outbreak of food-borne illness.

## C Food safety hazards

Candidates should understand the potential for food contamination and how it can be controlled in a catering business and be able to:

- i Explain the hazards associated with skin injuries and infections, wearing of jewellery, nail varnish, inadequate protective clothing, personal bad habits and practices.
- ii Describe the most common intrinsic and extrinsic physical contaminants, inherent and introduced chemical contaminants (including mycotoxins), microbial contaminants (including bacterial toxins) and food allergens and explain the controls for prevention, detection and removal.

- iii State, with examples, the symptoms of acute and chronic food-borne illness caused by some chemicals, poisonous plants and certain types of fish.
- iv Describe the structure, shape and size of bacteria, the functions of spores and their role in the survival of bacteria and describe toxin formation and distinguish between exotoxins and endotoxins.
- v Explain how bacteria multiply, the influencing factors, the generation times and the significance of the growth curve.
- vi Explain the principles involved in using time and temperature to control microbial and enzyme activity in food.
- vii Explain the methods used to identify bacteria.
- viii State the differences between food poisoning and food-borne infection and the symptoms of illness they cause.
- ix State the sources, common foods involved, incidences, vehicles, routes of transmission, onset times, symptoms, likely carrier status and control measures for *Salmonella* spp, *Clostridium perfringens*, *Staphylococcus Aureus*, *Clostridium botulinum*, *Bacillus cereus*, *Vibrio parahaemolyticus*, *E-coli* and *E-coli* O157, Bacillary dysentery, *Listeria monocytogenes*, *Salmonella* Typhi and *Salmonella* Paratyphi, *Campylobacter* enteritis, viruses, moulds and parasites.

## D Allocation of responsibilities

Candidates should understand and be able to allocate responsibilities and practice the management skills required to ensure food safety and be able to:

- i State the personal requirements necessary for a food handler and explain the need for careful staff selection.
- ii State why all staff have responsibilities in respect of food safety.
- iii State the controls necessary in respect of persons suffering from, or suspected of, suffering from food-borne illness.
- iv Explain the problems caused by carriers and the controls that can be implemented in a catering environment.
- v State how changes of menu and operations can affect food safety procedures and how these can be managed.
- vi Explain how non-food personnel, such as maintenance staff, visitors and delivery persons, can contaminate food and how this can be managed.

## E Managing the operational requirements of a safe food business

Candidates should understand the importance of premise and equipment design to keep food safe and be able to:

- i Describe the criteria used in selecting a suitable site for a food premises and the internal design with regard to work flow, personnel facilities, waste disposal and adequate cleaning and disinfection.
- ii Explain how standards are maintained in respect of transporting food and outside catering.
- iii Explain the importance and use of suitable materials for work surfaces, sinks and food equipment.
- iv Describe the design features and properties of food equipment.

- v Explain the requirements for efficient and hygienic use of chillers, refrigerated and frozen food storage units.
  - vi Establish a priority list for repairs and improvements based on food safety risks.
  - vii Explain the principles involved with methods of preservation and how preserved foods should be stored.
  - viii Explain the role of safe storage of food to minimise contamination and how stock control systems can be implemented, monitored and recorded.
  - ix Explain the role of safe food handling practices commonly used in catering with particular reference to vulnerable groups.
- i Explain the importance of implementing a food safety management procedure and how it can be applied to various catering businesses.
  - ii Explain how to develop a food safety system, including composition of a food safety management team.
  - iii Produce product workflow diagrams for a range of dishes and explain how they can be verified.

## **F Cleaning and disinfection regimes**

Candidates should understand the principles and procedures for the satisfactory cleaning and disinfection of food premises and be able to:

- i Explain the need for and benefits of cleaning and the principles of implementing and managing a cleaning system including safe storage of cleaning materials.
- ii Define the terms cleaning, detergent, disinfection, sanitiser and sterilisation and the properties required for the chemicals used for each process.
- iii Describe cleaning processes, including CIP, for a range of activities, areas and equipment in a catering premise.
- iv Describe the management and administrative functions in relation to cleaning and cleaning schedules.

## **G Supplier quality and safety controls**

Candidates should understand the importance of good raw material intake and be able to:

- i Explain the importance of purchasing only from reliable sources.
- ii Describe the methods that can be used to assess the safety of incoming stock and food equipment.
- iii Describe the requirements for safe transport, delivery and receipt of stock.

## **H Pest controls**

Candidates should understand the need for the control of food pests in premises used for catering and be able to:

- i Explain the habitat and characteristics of food pests, such as rats, mice, flies, cockroaches, psocids, pharaohs ants, stored product insects and birds and the reasons for controlling them in food premises.
- ii Explain the environmental, physical and chemical methods of controlling food pests, including their limitations.
- iii Explain the importance of obtaining and/or utilising professional advice or personnel, and monitoring the effectiveness of their methods.

## **I Establish food safety management procedures**

Candidates should understand the seven basic principles of the HACCP system and how these can be applied to a food safety management system for a catering enterprise and be able to:

## **J Monitoring the implementation of food safety management procedures**

Candidates should understand the importance of implementing a safe food procedure and be able to:

- i Explain how hazards are identified and how they are assessed as being critical to food safety.
- ii State how critical limits are set, implemented, including tolerance parameters, recorded and monitored.
- iii Explain how corrective actions are implemented if controls are not met and managed.
- iv Establish procedures to verify the efficiency of the food safety management system.
- v State how changes of menu and operations can affect food safety procedures and how changes can be managed.

## **K Maintaining food safety management procedures**

Candidates should understand the importance of system evaluation and communication of change and be able to:

- i Explain the importance of monitoring and reviewing procedures and responding to problems.
- ii Explain the importance of regular management inspections and internal audits.
- iii State how the food safety management procedure can be communicated to all staff and develop a communication system when changes in procedure occur.
- iv Establish procedures to evaluate and review the food safety management procedure.

## **L Communication, sources of information and training**

Candidates should be able to communicate staff responsibilities within a food management system and be able to:

- v Describe how food safety procedures can be communicated to all staff responsible for its implementation, maintenance, monitoring and evaluation to develop and maintain a food safety culture.
- vi Describe the sources of further information and guidance on food safety and food safety management systems and acknowledge when this may be required.
- vii State the need for, and benefits of, food safety training.
- viii Explain the factors to be considered in the development, content and methods of effective food safety training programmes required for all associated personnel.
- ix Explain the use and benefit of assessing training needs and the maintenance of training records.

# Overview

The CIEH Level 4 Award in Managing Food Safety in Catering programme is intended to help you to develop knowledge and skills in key areas of food safety management, as described in the syllabus. This section provides you, the candidate, with advice on how to approach the programme, how to organise any extra study time you may need, and how to prepare for the controlled assignment and written examination.

All CIEH registered trainers work in accordance with the CIEH Trainers' Charter, so if during your programme you are unclear about how well you are learning or what is required, you should speak to the trainer as soon as possible so that you can receive further assistance.

Whether you are used to studying or taking examinations or not, you should spend a few minutes to read these notes carefully and if there is anything you don't understand you should ask your trainer for advice.

Try to remember that the purpose of the training programme, controlled assignment and examination is to help you to be more effective when you are at work.

You should be given a copy of this guidance at the beginning of your programme.

# How to approach the programme

## Before the programme

If you have received this information in advance, you may have the opportunity to do some preparation for the training.

It is probably best to ask the person who booked you onto the programme to find out if any preparation is necessary. All programmes are different so it may be that the trainer does not require any pre-programme reading or other activity. However, it is always worth speaking to a line manager, if you have one, about what you want to get from the training, apart from the qualification of course! If you do not have a line manager, you could try speaking to the trainer or centre organisation directly, but in any event take some time to think through your objectives for undertaking the training and what you want to achieve.

## During the programme

The CIEH Level 4 Award in Managing Food Safety in Catering programme is delivered over a period of time (minimum of 36 training hours) so there is plenty of time to develop your understanding. It is important to make sure that if you experience any difficulties in the material or subjects being presented, you talk to your trainer as soon as you can. It is probably best to raise problems at the end of the training day or during one of the breaks, although you should also feel free to raise questions during any of the training sessions.

Most programmes will either be accompanied by session notes or by a textbook chosen from several recommended titles. It is good practice to take your own notes so that you can look back and reflect on the discussions and learning points. Particularly during group work or exercises make sure that you record the conclusions even if someone else volunteers to give the feedback.

If your trainer gives work to be done between days – i.e. homework – always make sure you attempt it. This will give you a chance to check out your understanding and may even give you some examination practice.

# Programme information

## 1 Programme structure

- 1.1 The programme must cover the syllabus in a minimum contact time of 36 hours. Contact time is the time taken to deliver actual training and does not include assignment preparation work, refreshment breaks, revision sessions, or 'mock' examinations.
- 1.2 Training centres formulate the programme structure to suit clients' needs. The training programme must cover the whole syllabus.
- 1.3 Ideally the training should be trainer-led with as many opportunities as possible for candidate participation and may include site visits, individual or group exercises. Time taken for site visits should be in addition to the minimum recommended programme length.
- 1.4 In addition to the training, you are required to prepare a scoping document for the controlled assignment. This document, which describes certain aspects of your chosen workplace, must be submitted with the controlled assignment. If you are not currently employed, you can base your scoping document on a previous workplace or will have to gain work experience sufficient to produce the details required to complete a scoping document. Trainers are permitted to offer guidance (with reference to the exemplar scoping document), but you must complete your own scoping document. The scoping document is not assessed, but will be referred to by the marker/moderator of the controlled assignment.
- 1.5 The CIEH provides exemplar scoping documents and sample controlled assignments, examination questions and answer information. You can obtain these from your trainer or centre.
- 1.6 You must attend at least 80% of the programme to be eligible to take the examination. If your programme attendance is below 80% and no special circumstances have prevailed, you will be automatically failed.
- 1.7 The controlled assignment and the written examination should be completed on the same day. If this is not possible, both assessments must be completed within a period of seven days.

## 2 The controlled assignment

- 2.1 Prior to undertaking the controlled assignment, you are required to produce a scoping document of your chosen workplace. You should complete the scoping document form provided by your trainer. This form asks you to describe your chosen workplace, the type of food prepared and your role. You should not exceed the word limit of 500 words.
- 2.2 You should take the scoping document with you to refer to when you sit the controlled assignment. The scoping document should be submitted with the controlled assignment to aid the process of marking/moderation.
- 2.3 The controlled assignment is completed under examination conditions.

- 2.4 The controlled assignment comprises two sections: the first is based on HACCP principles and the second on the application of food safety management. Both sections must be completed with reference to your chosen workplace.
- 2.5 The controlled assignment is worth 100 marks. The pass mark for the controlled assignment is 60.
- 2.6 You have two hours to complete the controlled assignment, but you may leave the examination room after one hour.

## 3 The examination

- 3.1 The examination is designed to test your knowledge and understanding of food safety so poor grammar and spelling mistakes will not matter. The questions are not designed to trip you up – there are no trick questions.
- 3.2 The examination paper consists of five structured questions each consisting of several parts requiring short answers in spaces provided on the examination paper itself. You are expected to answer all the questions. Each question is worth 20 marks.  
  
You will have 2½ hours to complete the examination. The pass mark for the exam is 60.
- 3.3 Each section of each question has a mark allocation shown in brackets – for example (3 marks). Obviously a question with 3 marks will require more information than one with only 1 mark. Being aware of this may help you to plan your time better.
- 3.4 The three most common reasons for losing marks are:
  - i **Not reading the question properly**  
Make sure you understand the question before you begin the answer. If you are asked to 'Give three of ...' give the best three you can think of rather than the first three that come into your head. In addition if you read the whole question first, you are less likely to miss the point or answer something that is dealt with elsewhere in the same question.
  - ii **Not giving enough detail**  
You should always provide the fullest answer you can in the space provided. The examiners who mark papers cannot give credit if the answers are not clear or do not have sufficient detail. One-word answers are rarely sufficient.
  - iii **Leaving parts of questions unanswered**  
This might be because you aren't sure of the answer but if you give no answer at all you will automatically lose those marks. In a case like this, and as a last resort, you should make an educated guess.
- 3.5 Some candidates do not manage their time well and find they cannot complete the paper in 2½ hours. Keep a regular check on the clock and avoid spending too much time on one question.

## 4 Pass marks

- 4.1 The final mark you will be awarded is the average of the marks achieved in the controlled assignment and the examination.

Candidates who achieve an average mark of 60–74 will achieve a pass grade, those achieving 75–89 will be awarded a merit grade and those achieving 90 and above will be awarded a distinction grade. Candidates who do not achieve at least 60 marks will be deemed to have failed.

- 4.2 If, for any reason, you do not achieve a pass grade, you will be referred. You will be given one opportunity to re-sit the controlled assignment and/or examination upon submission of the appropriate candidate entry fee. Re-sits must be taken within six months of the date that the results are released. If you do not re-sit within six months of the date the results are released, or fail your second attempt, you are required to complete the whole programme again re-sitting the controlled assignment and the examination.

## 5 Results

- 5.1 Results take approximately 6–8 weeks to process as the controlled assignments and examination papers are sent to a marker and then on to a moderator for standardisation. Documents submitted for assessment cannot be returned to the candidate.
- 5.2 The CIEH regrets that it cannot give results directly to individual candidates.
- 5.3 If, after the results have been verified, you are dissatisfied with your mark and grade, the CIEH has an appeals procedure. If you wish to make an appeal, you must do so through your CIEH centre within 28 days of the results being received.
- 5.4 If you do not pass first time, you will receive feedback from your trainer on your performance that should help you prepare to re-sit the controlled assignment and/or examination.

## 6 Next steps

- 6.1 By achieving the CIEH Level 4 Award in Managing Food Safety in Catering, you will have developed a level of food safety knowledge that is highly regarded not only in the UK, but also around the world. This will enable you to take on responsibilities for managing food safety on behalf of your organisation.
- 6.2 You will need to keep up to date on a regular basis and especially if your area of industry is complex or rapidly changing.
- 6.3 You may also be eligible to apply to be a CIEH trainer to deliver programmes leading to the CIEH level 1 and level 2 food safety qualifications, provided you have a training qualification and appropriate work experience. Please contact Customer Services on 020 7827 5800 or e-mail [customerservices@cieh.org](mailto:customerservices@cieh.org) for more information.

We hope that you find this information helpful and we wish you good luck in your current and future studies.

If you have any queries regarding aspects of the information provided in these guidelines, please contact your registered trainer or training centre.



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