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## Qualification Specification

### Highfield Level 3 Award in Food Safety in Retail (RQF)

Qualification Number: 603/2104/0

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## Contents

Introduction.....	3
Qualification regulation and support .....	3
Key facts .....	3
Qualification overview and objective .....	3
Entry requirements .....	3
Tutor requirements .....	4
ID requirements .....	5
Progression opportunities .....	5
Useful websites.....	6
Recommended training materials .....	6
Appendix 1: Qualification structure .....	7
Appendix 2: Qualification content.....	8
Appendix 3: Sample assessment material.....	14

## Highfield Level 3 Award in Food Safety in Retail (RQF)

### 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

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### Qualification regulation and support

The Highfield Level 3 Award in Food Safety in Retail 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.

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### Key facts

<b>Qualification number:</b>	603/2104/0
<b>Learning aim reference:</b>	60321040
<b>Credit value:</b>	3
<b>Assessment method:</b>	Multiple-choice examination
<b>Guided learning hours (GLH):</b>	20
<b>Total qualification time (TQT):</b>	25

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### Qualification overview and objective

The objective of this qualification is to support a role in the workplace and give learners personal growth and engagement in learning. The qualification is designed for learners who wish to progress to higher or supervisory level within a food retail business.

Topics include ensuring compliance with food safety legislation, the application and monitoring of good hygiene practice, how to implement food safety management procedures and the application and monitoring of good practice regarding contamination, microbiology and temperature control.

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### Entry requirements

To register on to this qualification, learners are required to be 14 years of age or above.

It is also advised that learners have a minimum of Level 1 in English and Maths or equivalent.

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### Guidance on delivery

The total qualification time for this qualification is 25 hours, of this 20 hours 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.

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### Guidance on assessment

This qualification is assessed by multiple-choice examination.

Learners must complete 45 questions within 90 minutes. Successful learners will have to

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demonstrate knowledge and understanding across the qualification syllabus and achieve a pass mark of 60% (27/45). Learners will receive a Distinction if they achieve a pass mark of 80% (36/45).

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.

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### **Guidance on quality assurance**

Highfield Qualifications require centres to have a robust mechanism for internal quality assurance in place. Internal quality assurance must be completed by an appropriately qualified person and who must not have been involved in any aspect of the delivery or assessment of the course they are quality assuring.

For more information on internal quality assurance processes, please refer to the tutor, assessor and IQA support pack available to download from the Highfield website.

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### **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 Qualifications website. This policy should be read in conjunction with this specification and all other relevant Highfield documentation.

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### **Tutor requirements**

Highfield recommends that Nominated Tutors have teaching experience and hold a qualification in the relevant subject area.

Therefore, it is recommended that 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;
- Graduate Diploma in Food Science and Technology of the Institute of Food Science and Technology; or
- any other Highfield 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; 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.

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### **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.

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### **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.**

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### **Progression opportunities**

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

- Level 3 Award in Food Safety in Catering/Manufacturing
- Hospitality competency-based qualifications

### Useful websites

- [www.highfieldabc.com](http://www.highfieldabc.com)
- [www.highfield.co.uk](http://www.highfield.co.uk)
- [www.food.gov.uk](http://www.food.gov.uk)

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### Recommended training materials

*Supervising Food Safety (Level 3)*, Sprenger, R.A. Highfield.co.uk Ltd

*Hygiene Sense*, Sprenger, R.A. Highfield International

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## Appendix 1: Qualification structure

To complete the Highfield Level 3 Award in Food Safety for Retail (RQF), learners must complete **all units** contained within the mandatory group

### Mandatory group

Unit reference	Unit title	Level	GLH	Credit
T/615/8171	Food Safety in Retail	2	20	3

## Appendix 2: Qualification content

### Unit 1: Food Safety in Retail

Unit number: T/615/8171

Credit: 3

GLH: 20

Level: 3

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p><b>1. Understand the requirements for ensuring compliance with food safety legislation</b></p>	<p>1.1 Identify the importance of implementing food safety management procedures</p> <p>1.2 Identify the responsibilities of those working in a retail environment in respect of food safety legislation and procedures for compliance</p>
<p><b>2. Understand the application and monitoring of good personal hygiene practice, training and competency</b></p>	<p>2.1 Identify the process of implementing and maintaining high standards of personal hygiene within a retail operation</p> <p>2.2 Explain the requirements for induction and ongoing training of staff to ensure competency</p>
<p><b>3. Understand the application and monitoring of good practice to keep work areas clean, hygienic and free from pests</b></p>	<p>3.1 Identify the process of implementing procedures for cleaning, disinfection and waste disposal</p> <p>3.2 Outline the actions that need to be taken with regards to pest control</p>
<p><b>4. Understand the application and monitoring of good practice regarding contamination, microbiology and temperature control</b></p>	<p>4.1 Outline the responsibilities of those working in a retail environment when identifying hazards posed by, and procedures to control, microbiological, chemical, physical and allergenic contamination</p> <p>4.2 Explain the importance of, and methods for temperature control within a food retail process</p>
<p><b>5. Understand how to implement food safety management procedures</b></p>	<p>5.1 Outline the process for applying a food safety management system into a food business</p> <p>5.2 Describe methods for, and the importance of,</p>



Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
	verifying food safety controls and procedures  5.3 Outline the responsibilities of those working in a retail environment when identifying and selecting suitable controls and monitoring, to prevent food safety hazards from purchase to service

**Indicative content**

**LO1 Understand the requirements for ensuring compliance with food safety legislation**

1.1 Identify the importance of implementing food safety management procedures

- The terms:
  - Food hygiene/safety
  - Food poisoning
  - Food safety hazard
  - Food safety management system
- The main characteristics of food related illness, including the terms:
  - Contamination
  - Cross-contamination
  - Causative agent
  - Food vehicle
  - Incubation/onset time
  - Pathogen
  - Common symptoms

1.2 Identify the responsibilities of those working in a retail environment in respect of food safety legislation and procedures for compliance

- An awareness of the current food safety legislation requirements affecting food handlers' and supervisors' responsibilities, including:
  - Awareness of requirements for HACCP based procedures
  - Temperature control
  - Contamination
  - Handling practices
  - Personal hygiene
  - Cleaning and disinfection
- The role of those working in a retail environment in internal and external food safety inspections/audits
- The role of those working in a retail environment in dealing with food complaints, food poisoning allegations and investigations

- The role of those working in a retail environment during a food safety inspection
  - Importance of accompanying enforcement officers
  - The importance of accurate written records
- The potential consequences of non-compliance or the prosecution of a retail business and awareness of the penalties that can be applied to both food handlers and food business operators for non-compliance with food safety legislation
- Due diligence defence

**LO2 Understand the application and monitoring of good personal hygiene practice, training and competency**

2.1 Identify the process of implementing and maintaining high standards of personal hygiene within a retail operation

- Overview of best practice requirements for personal hygiene of food handlers regarding:
  - Handling practices
  - Protective clothing
  - Fitness to Work, including relevance of the term ‘carrier’
  - Role of those working in a retail environment in securing high standards of personal hygiene
  - Open wounds and first aid dressings
  - Hand washing facilities that should be provided in a retail environment, and how these facilities can be managed and monitored on a day to day basis
  - Common barriers to effective hand washing, how to overcome these to ensure food handlers wash hands effectively at appropriate times and how this can be monitored
  - The importance of implementing and enforcing systems regarding the reporting of illness and infections promptly, and actions to be taken if a food handler poses a threat to the safety of the food, including the terms ‘healthy’ and ‘convalescent’ carrier

2.2 Explain the requirements for induction and ongoing training of staff to ensure competency

- The objectives and benefits of food safety training to ensure competency
- The importance of training records
- How to communicate standards and procedures to staff
- How to assess the competency of staff

**LO3 Understand the application and monitoring of good practice to keep work areas clean, hygienic and free from pests**

3.1 Identify the process of implementing procedures for cleaning, disinfection and waste disposal

- Definitions of:
  - Cleaning
  - Bactericide
  - Detergent
  - Disinfectant
  - Disinfection
  - Sanitiser

- Sanitisation
- Biodegradable
- Contact time
- The reasons for cleaning
- How cleaning processes can be effectively supervised including the use of cleaning schedules
- The steps involved in cleaning and disinfecting or in sanitising
- The importance of using the correct equipment, utensils and chemicals when cleaning
- Safety precautions that should be considered when storing chemicals and cleaning, and when disinfecting work areas or equipment
- The hazards associated with poor cleaning
- The difference between ‘clean as you go’ and ‘scheduled cleaning’
- Typical areas in a retail operation that will require cleaning, disinfecting and/or sanitising
- The hazards associated with incorrect waste management
- How to clear and dispose of waste safely
- Identification, segregation and disposal of unfit and spoilt food
- The importance of keeping internal and external waste areas clean

### 3.2 Outline the actions that need to be taken with regards to pest control

- Common food pests
- The main signs of pest infestations
- Why food pests are a hazard to food safety
- The role of those working in a retail environment in preventing the access and harbourage for pests and in implementing suitable control measures
- The role of those working in a retail environment in pest management:
  - Action to take in the event of a pest complaint by a customer or a member of staff
  - Importance of liaison with an appropriate pest control contractor
  - Staff training and awareness
  - If they find evidence of a pest infestation

## **LO4 Understand the application and monitoring of good practice regarding contamination, microbiology and temperature control**

### 4.1 Outline the responsibilities of those working in a retail environment when identifying hazards posed by, and procedures to control, microbiological, chemical, physical and allergenic contamination

- Microbiological hazards posed by
  - Raw food
  - High-risk foods
  - Low-risk foods
  - Raw ready-to-eat raw foods
- Sources of contamination hazards
- The different types of microbes of interest to the food industry, including pathogens, low dose pathogens, spoilage and beneficial

- The principal causes of microbiological multiplication and survival
- The principal causes of food safety contamination hazards:
  - Cross-contamination
  - Personal health
  - Handling issues
  - Labelling issues
  - Pests
  - Human factors (including lack of effective supervision)
- How good design can help avoid cross contamination through workflow and layout:
  - The hazards associated with poor design and construction of food premises
  - The meaning of the term ‘linear workflow’ and examples of how this can be achieved
  - The importance of using washing and cleaning facilities and equipment appropriately and the need for good lighting
  - The hazards associated with damaged equipment and surfaces in a food room
  - Role of those working in a retail environment regarding equipment and premises including the action to take if damaged equipment or surfaces are identified in a food room
- How microbiological contamination and cross-contamination can be controlled throughout the food production process in a retail environment
- How chemical contamination can be controlled throughout the food production process in a retail environment
- How physical contamination can be controlled throughout the food production process in a retail environment
- Knowledge of common foods which cause allergic reactions
- Possible symptoms of allergic reactions and actions to take
- How allergenic contamination can be controlled throughout the food production process in a retail environment

#### 4.2 Explain the importance of, and methods for temperature control within a food retail process

- Factors which influence the multiplication of food poisoning bacteria
- The terms ‘bacterial spore’ and toxin
- The conditions under which spores and toxins are formed and the consequences these may have for food safety
- The temperatures which support the most rapid multiplication of food poisoning bacteria
- Suitable temperatures and/or timescales for:
  - Thawing
  - Cooking
  - Cooling
  - Reheating
  - Hot and cold holding of food
- Methods of minimising and preventing bacterial multiplication including the need for good ventilation
- The methods used to destroy food poisoning bacteria in food

- Correct use, and simple methods of, validating the accuracy of thermometers

#### **LO5 Understand how to implement food safety management procedures**

##### **5.1 Outline the process for applying a food safety management system into a food business**

- Food safety management systems
- The importance of identifying hazards, control measures, monitoring actions, corrective actions, verification and documentation at steps in the retail process which are critical to food safety
- Responsibilities and daily activities of food handlers and supervisors to implement and monitor food safety practice and procedures, including opening and closing checks
- Role of those working in a retail environment in ensuring appropriate corrective actions for deviations from control points in food production, including supervisory actions to take when performance does not achieve standards and targets
- The importance of providing feedback to those responsible for the food safety procedures and the types of issues you need to address
- The importance of up-to-date, accurate documentation and records, and examples of the type of records that may be used in a retail business

##### **5.2 Describe methods for, and the importance of, verifying food safety controls and procedures**

- Responsibilities of those working in a retail environment with regards to verification
- Role of an audit/inspection in verification

##### **5.3 Outline the responsibilities of those working in a retail environment when identifying and selecting suitable controls and monitoring, to prevent food safety hazards from purchase to service**

- Implementing and monitoring controls to minimise hazards from delivery and unloading
- The importance of clear labelling of food
- Ensuring and monitoring food storage conditions are suitable and specify the temperatures required for different food
- Why stock rotation procedures are important
- Distinguish between 'Use By' and 'Best Before' date codes and explain why food past its code must be disposed of
- Role of those working in a retail environment in implementing and controls at the stages of thawing, preparation, cooking, cooling, reheating, holding and serving of food

### Appendix 3: Sample assessment material

Sample questions:

1. According to the law, what facilities **must** be provided for handwashing?
  - a) Paper towels, hot and cold water and alcohol wipes
  - b) A washbasin, hot and cold water and hand drying facilities
  - c) Antibacterial gel, hot and cold water and a hot-air drier
  - d) A nailbrush, soap and hand drying facilities
  
2. How can a supervisor **best** ensure that effective cleaning has taken place?
  - a) Send samples of the food to a laboratory for testing
  - b) Put all staff on a food safety training course
  - c) Regularly observe areas that have been cleaned
  - d) Strictly monitor the amount of detergent and disinfectant used
  
3. Which of the following is included in the 7 principles of HACCP?
  - a) Establish critical limits
  - b) Provide effective cleaning schedules
  - c) Provide staff with suitable protective clothing
  - d) Conduct bacteriological testing on all food produced