GOVERNMENT OF DUBAI

DUBAI MUNICIPALITY

Dubai Municipality

Environment, Health and Safety Agency

Requirements for Integrated Training Management System for Food Establishments

(Food Safety Department)

2022

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Introduction

Food safety training is crucial and plays an important role in shaping the food safety culture in a food establishment. Trainings provide food handlers the skills and knowledge required to handle food safely and uphold high standards of personal hygiene and cleanliness. This in turn protects the consumers from food poisoning, allergic reaction, and other health risks that could occur from eating contaminated food. The Food Safety Department of Dubai Municipality requires all food handling staff, supervisors and managers in a food business to be formally trained on food safety corresponding with their work activity. While the Basic Food Safety training program provides essential information for food handlers to ensure the production of safe food in compliance with the legal requirements applicable in Dubai, the Person in Charge trainings aims to ensure that supervisors and managers are trained to implement the knowledge acquired from training by providing adequate resources and motivational support to the staff. Trained and certified employees, coupled with a robust food safety management system, are the keys to ensuring food safety in a food establishment.

This document provides the requirements that are applicable to food safety trainings mandated by the Food Safety Department. The requirements have been developed by the Food Safety Department in consultation with relevant stakeholders including but not limited to the representatives from the food industry and institutions that provide food, training providers, certification bodies, and the Emirates International Accreditation Centre.

Purpose

Dubai Municipality has developed the requirements to provide the regulatory framework necessary to offer integrated training programs in the Emirate of Dubai. The purpose includes:

- provision of appropriate, relevant, and timely training to prevent foodborne illnesses taking into consideration the type and nature of food activities, history of food safety compliance, and performance of food handlers and their person in charge
- enable training centres to carry out the training programs effectively in a way that the food safety outcomes are met
- ensure that delivery of training, assessment and certification are in line with relevant national and international standards

Food safety trainings were traditionally delivered in classrooms and technology advancements have provided numerous opportunities to make the trainings more interactive and engaging. E-learning programs are also becoming increasingly popular as they are easily accessible and convenient for users. The requirements in this document enable the use of e-learning platforms and other latest technology aids including but not limited to Augmented Reality, Virtual Reality, and Metaverse to enhance learning outcomes

Scope

The requirements listed in this guideline apply to all training programs mandated by the Food Safety Department of Dubai Municipality, including the Person in Charge Certification program unless specified otherwise. Relevant sections of the document apply to organizations such as food establishments, service providers to food establishments, training centres, certification bodies involved in developing, delivering, assessing, or certifying the programs.

Regulatory Approach for Food Safety Trainings

This document is aligned to the requirements listed under Section 6 of the Food Code and other relevant clauses of the Food Code that deals with training and competency of personnel working in the food industry as well as in businesses that offer services to food establishments.

a. The four important steps for the training cycle used for the development of this document are as follows:

b. Owners, managers and operators of the food establishments should ensure that food handlers and the supervisors and managers of food related operations are competent in food safety. The Food Safety Department requires the establishments to meet the following conditions.

Step1. Train before the employee starts to work in food areas	1.1 If the person has received formal training in food safety and has the necessary knowledge relevant to their work, the person can start working immediately. 1.2 If the person has no food safety qualifications, train the employee on basic food safety prior to the start of the work. Training can be done without the Emirates ID provided the necessary details are entered within 90 days of training.
Step 2. Ensure employee competency and skills	2.1 Food handlers should be able to demonstrate food safety competency at all times. If a deterioration in knowledge or skills is noticed during evaluation such as during internal or external audits, inspections etc, retrain the food handler. 2.2 Persons in Charge (PIC) must carry out food safety responsibilities as explained in the training provided to them. After the training, the PIC should use the Foodwatch platform to carry out food safety checks
Step 3. Performance Based Action	3.1 If the food inspector identifies and violations related to food safety practices, the PIC must access the e-learning materials available on Foodwatch App to understand the correction actions he or she can take. 3.2 The PIC must carry out food safety checks to ensure that food safety issues are identified and prevented.

Definitions

Training Company: The term 'Training Company' solely refers to establishments that are licensed to provide food safety training. They are also referred to as 'External Training Centres in this document.

Training Centre: The term 'Training Centres' refers to all centres that provide training including the internal trainers employed by food business establishments.

Training Program: refers to the set of specific training materials, methodologies and assessment designed and delivered to a target group. The main training programs referred to in this document are:

- Person in Charge Training Program for personnel involved in managing or supervising food safety
- Person in Charge Training Program for personnel involved in managing or supervising nutritional quality of foods in a food business
- Food Safety Management System or HACCP Training Programs
- Food Safety Training Program for food handlers
- Training program for personnel involved in cleaning water tanks
- Training Program for Personnel involved in inspection of food transportation vehicles

Certification Body: Certification body refers to the organizations that are approved by the Food Safety Department and are accredited by the Emirates International Accreditation Centre to provide specific qualifications to personnel working in the food industry.

A learning management system (LMS): a software application for the administration, documentation, tracking, reporting, automation and delivery of educational courses, training programs, and learning and development programs.

Requirements for Training Centers

Training centres, whether internal or external, are responsible for delivering food safety training in Dubai. Following are the primary responsibilities of the owners, managers, or operators of the training centres.

a. External Training Centres (Training Companies) shall have a valid trade license with the appropriate business activity that allows them to deliver food safety and nutrition related trainings in Dubai. Other activities on the license must not conflict with the scope of the training activity.

b. Internal training centres shall have a valid permit from the Food Safety Department to provide training to staff members of the specific food business that employs the trainer. Internal trainers shall not train food handlers in organizations that are not owned or managed by the organization where the trainer is employed.

c. Training centres must have adequate systems and resources in place – including staff and, where appropriate, equipment, materials and software to support the delivery of the training programs. They must ensure that their staffs are competent with appropriate knowledge and skills.

d. Training centres must employ at least one person with the knowledge, experience and skills that meet the criteria set out in this Document.

e. Prior to filing for the application for the approval of a new trainer, the management of the training centre must ensure that the applicant is:

   i. competent to plan and deliver training based on the requirements and expectations of Dubai Municipality

   ii. is able to communicate food safety information effectively to the learners

   iii. capable of engaging the audience and using techniques to overcome barriers of learning

   iv. capable of providing encouragement and coaching during the training process.

f. Training centres shall renew the permits every year unless the approval is revoked earlier by the Food Safety Department.

g. Training centres must use training materials and delivery methods that meet the requirements of the Food Safety Department. Where there are specific certification requirements, the training materials and the delivery of the trainings should also meet the requirements of the relevant standards used for the certification such as in the case of PIC training program.

h. Training centres shall provide the Food Safety Department with access to records and documentation regarding training, including but not limited to the registration, course acceptance and attendance details, assessment details, and, where relevant, any other communication with the clients and payment details. The

Department shall also have access to examination questions, assessment reports, and any other relevant documents associated with the program.

i. When the certification process for any qualification is managed by an accredited certification body, the training centre shall provide all the necessary information relevant to the training and certification to the certification body.

j. Training centres shall ensure that the quality and integrity of the training, assessment, and certification are not compromised.

k. Training centres shall develop and maintain a Training Manual with the following details updated at least once in a year:

   i. A short profile of the company
   ii. Scope of activity of the company listing all training and consultation activities and any other scope of activity covered by the company
   iii. List of all employees, with a short description of their roles
   iv. List of the competencies that each employee is required to meet, and the annual plan for continuous professional development
   v. List all the reference documents and guides that the employees (trainers and administrative staff) are required to be knowledgeable about; and how the references can be accessed.

l. Training centres shall implement a Quality Management System and the documented system should include the following:

   i. Procedures and process for registering the trainees and conducting training
   ii. Procedures for registration for assessment, control and custody of records, and the scoring and assessment process
   iii. Procedures established to collect feedback about the training and for continuous improvement
   iv. Course plan and objectives for each type of course delivered
   v. Copy of the training materials with the relevant version numbers
   vi. Internal and or external audit policy and process
   vii. User manual if Learning Management Systems are used.

Note:

- *All documents must be maintained as a soft copy in a simple format. Use flowcharts and process steps instead of descriptive text as must as possible.*
- *Audits can be done by the members of the team who are qualified to assess the full system based on the requirements of this Document.*
- *If internal training centres have an established training management system as a part of the Human Resource Department, additional documentation may not be required. However, all relevant requirements must be included in the system.*

Requirements for Trainers

General Requirements

a. A food safety trainer requires prior approval from Food Safety Department to conduct trainings regulated by the Food Safety Department.

b. Trainers shall be a full-time employee in an establishment authorized and approved by the Food Safety Department to conduct food safety trainings. The trainers must also have relevant and legal work permit from the concerned authorities that allows the person to deliver training in Dubai.

c. The trainers shall have:

   i. necessary knowledge, qualifications, experience required to provide the relevant training programs.

   ii. comprehensive understanding of the Food Code, food standards applicable in the UAE, food import requirements in Dubai, and any other relevant legal requirements that apply to food businesses and their service providers.

   iii. necessary digital competency and a comprehensive understanding and skills to use the digital system relevant to food safety management in Dubai.

   iv. the necessary training skills to deliver the training program effectively.

d. The trainer shall successfully complete the formal assessment conducted by the Food Safety Department essential to deliver specific training programs.

e. The trainer shall deliver the training as required by the Department with focus on the training need(s) of the food establishment.

f. Any trainer registered on Dubai Municipality's digital services shall not share their secure user access and credentials with anyone else. Sharing of user credentials will lead to immediate cancellation of the trainer's permit.

g. The approval of the trainer will be cancelled if the trainer:

   i. is unable to demonstrate knowledge; or provides incorrect or misguiding information to the trainees

   ii. fails to deliver the required training contents during the training

   iii. deliberately provides wrong information about the candidates or the course

   iv. provides or aids in the provision of training certificates to candidates who are not eligible.

Qualification, Experience and Knowledge of Trainers

Trainers must demonstrate that they have the relevant qualifications, knowledge, experience, and skills in food safety and training. All documents provided to support this must be verifiable and evidenced with original documents when required.

Food Safety Qualification

For approval as trainers, all new applicants must have:

a. A verifiable degree or postgraduate diploma that encompasses one or more of the following fields:
   i. Food Science or Food Technology
   ii. Food Safety
   iii. Environmental and/or Public Health
   iv. Food Microbiology
   v. Management in the hotel, catering, or retail sectors with a minimum of 2 courses related to food processing/food science/food safety.
   vi. Microbiology or Biotechnology chemistry, Agriculture with a minimum of 2 courses related to food science/food safety.

b. Trainer shall have formal and advanced qualifications in food safety from qualification providers recognized by the Food Safety Department appropriate to the level of training offered.

Food Safety Experience

For approval as trainers, all new applicants must have:

a. At least five (5) years of experience in the field of food safety of which there should be at least three (3) years of food industry experience in managing or supervising food safety in a food establishment.
b. Trainer shall provide verifiable evidence of work experience to the Food Safety Department.
c. If required by the Department, the trainer must demonstrate knowledge and competency at the time of application and renewal of the annual approval.

Note: Applicants who have sole experience of working in a training, consultancy or certification firm, or any other non-food business that supports the food industry will not be approved as a trainer.

Training Qualifications

a. Trainer must have essential language and training skills to communicate effectively.
b. Trainers shall hold a formal qualification to deliver trainings. This could be:
   i. Teachers training certificate, degree, diploma or certificate course on delivering training recognized by the Food Safety Department.
   ii. "Train the trainer" course offered by a recognised qualification provider. Such course should be focused on enhancing training skills.

Demonstration of Knowledge and Skills

a. Trainers are required to demonstrate their training competency if required through both formal and informal assessment carried out by the department.
b. Where the Food Safety Department requires a specific assessment prior to issuing a training permit for a new training module, the trainer shall successfully complete the relevant assessment.

Continuing Professional Development (CPD) for Trainers

Trainers should strive to continually update and improve their knowledge of issues and developments within the area of food safety and apply that knowledge for training. The objective of CPD is to maintain high standards of professionalism and to ensure that knowledge is translated into communication of best practice to the trainees. CPD contributes to three basic areas:

a. maintenance of professional competence
b. enhancement of existing knowledge and skills
c. development of new knowledge and skills.

The CPD points for various programs can be obtained from any activity recognized by Food Safety Department and/or other regulatory bodies.

a. To retain the approval to train, the trainer shall:
   i. Maintain a continuous, up-to-date and accurate record of their CPD activities on the Foodwatch platform.
   ii. Demonstrate that their CPD activities are a mixture of learning activities relevant to current or future practice (Ref to Table 5)

b. Trainer's approval will be revoked without prior notice if the trainer is unable to submit the evidence of their annual CPD activities.

CPD Activities

c. A trainer's CPD shall include activities in at least three of the following:
   i. Food Safety work-based learning (e.g. attending formal training, workshops, conferences that offer advanced knowledge or competencies essential to improve the current capabilities) – Minimum 30% of CPD hours (9 hours)
   ii. Professional activity (e.g. involvement in a food safety professional body, mentoring) - Minimum 10% of CPD hours (3 Hours)
   iii. Formal education related to food safety or relevant fields (e.g. further/ higher education) - Minimum 20% of CPD hours (6 Hours)
   iv. Self-directed learning (e.g. reviewing books / articles related food safety and/or relevant topics) - Minimum 10% of CPD hours (3 Hours)
   v. Communication and training skills (e.g. Train the trainer course , Public speaking, Teaching courses, communication and presentation skills)-Minimum 20% of CPD hours (6 Hours)
   vi. Other (e.g. voluntary work in food safety events organised by Dubai Municipality) - Minimum 10% of CPD hours (3 Hours)

   Refer to Table 5.

Annual Requirements

d. The Food Safety Department requires a minimum of 30 hours of CPD per annum for all trainers.

e. The details of the CPD points should be entered in the Foodwatch platform prior to seeking the renewal of the annual approvals.

f. Trainers can enter the CPD points on the Foodwatch platform on the basis of 1 CPD hour per learning hour they obtained. However, the evidence of CPD activities such as the certificates or evidence of participation, evidence of evaluation, demonstration of enhanced knowledge from the specific learning, or a summary of reading or activity report shall be provided to the authorized officers from food safety department when required.

g. CPD's obtained from courses taken the year prior cannot be repeated for the current year CPD approval.

h. All CPD's obtained must be related to food safety and nutrition, unrelated courses (e.g. Fire safety, Occupational health, and first aid) will not be accepted at permit renewal.

Note: CPD activities should be separate from the training and qualifications that are a part of the basic requirements to be a trainer and the routine work of the trainer.

Providing false or misleading information about CPD events or the number of hours will lead to the cancellation of the training permit.

Management of Digital Profile

a. The Food Safety Department requires all trainers to maintain their detailed technical expert profile on the Foodwatch platform.

b. The technical expert shall keep their profile regularly updated.

c. The profile should contain all the information about their qualifications, experience, CPD's and user's work experience.

d. The training centre must link the technical expert employed in their company to their Foodwatch account. Trainers who are not employed by the centre shall not be linked to the account.

Design, Delivery and Assessment of Training Programs

Training centres are responsible to deliver the training programs and managing the assessment of the candidate's knowledge post training. Depending on the training program, the assessment and evaluation of the performance of the trainees may be carried out by certification bodies.

Training Materials

a. Trainers shall use suitable and relevant training materials designed to meet the course objectives and outcomes.
b. The trainer shall only use the materials approved by the Food Safety Department.
c. Where necessary, pre-course materials, videos must be provided to the trainees prior to the training.
d. Where digital or on-line training materials are used, the contents must meet the course requirements specified in this document.

Course Plan and Management of Trainee Information

a. The trainer shall use the Foodwatch platform to register and manage the trainee information in digital format. Training registration must be done on Foodwatch at least one week prior to the start of the training and the training request shall be accepted by the training centre not less than 4 days prior to the start of the training.
b. Any changes in the planned schedule of the training shall be reported to the Food Safety Department immediately.
c. The trainer should confirm the language of training and examination dates with the trainees before accepting the training request.
d. Details of the training, location and any other necessary information shall be provided to the candidates at the time of acceptance.
e. The trainer shall confirm the attendance of each trainee after verifying their Emirates ID details and confirmations must be completed on Foodwatch platform 15 minutes before the start of training.
f. In the event of unexpected issues with the internet connection or the system, a manual document shall be maintained and the data must be entered as soon as the system is restored.

Note: Training centres must conduct training in locations that have good internet facility.

Training Room

a. Training shall be conducted in rooms that are suitable and solely dedicated for that purpose of training.
b. The room shall be as quiet as possible and free from any other activities that could distract trainees. Restaurant dining areas, storage areas and rooms that have activities that could distract the trainees shall not be used for training.
c. Training rooms shall have adequate lighting and ventilation, and the type of seating should be suitable for the trainee's comfort. The number of candidates permitted in training and assessment rooms are as below:
    i. Contact training for all programs except PIC Trainings: 20 Candidates.
    ii. Contact training for PIC programs- 16 candidates.
d. The room shall have adequate facilities like internet, AV equipment and stationary materials necessary for the training and assessment.
e. There should be sufficient space between the trainees with a minimum distance of one meter between two people.

Note: Trainer shall as a part of registration of trainees confirm the training room facilities and their location via the digital platform (Foodwatch). The suitability of the training room must be verified by the trainer prior to confirming the location of the training.

Delivery of Virtual Training

a. Training centres require prior permit to deliver virtual trainings. The approvals will be provided by the Food Safety Department after an evaluation of the capability of the trainer, the system used for delivery of the training and assessment, and the ability of the trainer to engage the trainees during the delivery of the training.
b. Training centres that have any history of non-compliance in the evaluations conducted by the Food Safety Department will not be able to deliver virtual training.
c. Training link (link used for accessing the virtual session) should be provided to the Food Safety Department at least 3 days prior to the delivery of the training.

Selection and Delivery of Training

a. The Training Centre must give their recommendations to the Food Establishments as to what training is to be given to the trainees. The training recommendation should be based on the competency requirements of the person as listed in table 1, the qualification requirements listed in table 2 and table 3 of this Document.

b. Training centres shall provide the training through trainer-led lecture sessions.

c. Where e-learning materials or contents are provided by Dubai Municipality, the training centre must use the materials and contents as specified for the trainings.

d. The training must be based on the qualification requirements of the trainee as listed in Table 1 and Table 2.

e. Prior to confirming the training, trainer shall ensure that all trainees are able to understand the language in which the training is delivered in.

f. The training contact time excluding the breaks shall be sufficient to meet the course plan and objectives of the relevant training program.

g. Trainer should consider expanding the number of contact hours when a review of the participants' reveal learning disabilities, language barriers or other communication factors that may affect learning. The minimum expected learning hours excluding the break are as below:

   i. Basic Food Safety Program: 3 learning hours
   ii. Basic Food Safety Program- Food Service: 5 learning hours
   iii. Basic Food Safety for drivers and delivery personnel: 3 learning hours
   iv. Refresher Program for Food Handlers with Basic Food Safety Program: 2 learning hours

Note: Training centres who wish to provide higher qualifications to the food handler shall do so by selecting the options available for Intermediate Food Safety training (PIC training materials shall be used to train food handlers for Intermediate Food Safety Training).

Assessment of Training and Certification Process

a. All trainees shall go through a formal assessment of knowledge through a documented assessment after the training is completed.

b. The following requirements apply for the assessment of Basic, Intermediate and Advanced food safety trainings:

   i. The training centre shall conduct a formal assessment with questions based on the course plan.

   ii. Multiple choice format should be used for basic and intermediate food safety programs. Descriptive answer options may be used for advanced food safety programs.

   iii. Examination questions and the answer options must be scientifically and legally accurate, and the contents shall not be confusing or misguiding in any way for the examinee.

   iv. If there are language barriers, picture-based assessments and translation can be provided by the examiner after approvals from the Food Safety Department. However, the examiner shall not aid in any way that would compromise the purpose of the assessment.

   v. In case of failure in the examination, the trainees can attempt for re-examination one more time. If the candidate fails in the second attempt, the trainee must be retrained on the full course before the next assessment.

c. Assessment of trainees for the Person in Charge program must be carried out based on the requirements of the ISO/IEC 17024:2012 Standard. The training centre and the certification body shall follow the requirements of the specific scheme.

d. Digital assessment tools approved by the Food Safety Department must be used for assessment and paper-based examinations shall not be used.

e. Where a specific assessment platform is specified by, or is provided by the Food Safety Department, the training centre and the certification body shall use that platform for conducting assessments.

f. A summary of the assessment must be submitted to the Food Safety Department every six months with the details of performance of trainees. The summary should list all the questions and show in percentage the number of trainees who got the questions right in the first attempt.

g. The candidate must obtain at least 70% to pass the assessment.

h. If the candidate provides wrong answers to questions critical to the food safety competency such as knowledge about the process of reporting of illness, handwashing, critical control points applicable to their work etc, the Department can revoke the qualification and require a re-assessment.

i. Assessments must be conducted after verification of the identity of the person and confirming on Dubai Municipality's digital verification system. Trainers must at the time of confirmation report any issues related to the identity of the candidate immediately to the Food Safety Department via the contact email. For assessments that are a part of the PIC program, the training centre shall verify the identity at the time of the start of the training and a second verification done by the examiner before the candidate is confirmed for the assessment.

j. Candidates should be seated at separate desks that should normally be placed at a distance of not less than 1.25 meters apart (measured from the centre of the desk).

k. Digital certificates of successful completion of a course or a qualification can be issued to the trainees if the desired pass percentage is obtained in the assessment.

l. Certificate of qualification shall not have any other logos other than that of the training centre. Logos of certification body shall be used only when the certification body provides the qualification.

m. The certificate must have the details of the candidate including the name of the training centre, name of the trainer, name of the course, full name of the candidate, Emirates ID number, date of completion of the course, and the Foodwatch certificate traceability number.

n. Certificate shall be issued only after the completion of the course and the assessment, and the status should reflect on the Foodwatch platform. All qualifications must be traceable on the Foodwatch platform.

o. The validity of the certifications are as follows:
    a. PIC Certification: Valid for 5 years unless the certification is withdrawn because of the poor food safety performance of the food establishment.
    b. Basic Food Safety Programs: The certificates should be issued without a validity date.
    However, Food Safety Department can recommend retraining if there is a deterioration in food safety competency of the person.

p. Food handlers must undergo refresher training every three years or when deterioration of food safety competency is noticed. The contents of the refresher training should be more advanced than the basic food safety course and must include any new developments and regulations relevant to the food handler's work.

Note: The course plan for the refresher training must be prepared in consultation with the Food Safety Department

Dealing with Noncompliance

a. Permits of trainers and training centres that do not meet the requirements listed in this Document will be cancelled with a formal notification from the Food Safety Department.

b. Authorised officers from the Food Safety Department can discontinue training sessions immediately in case of any non-compliance including but not limited to unapproved trainer, unsuitable training room, or any other situation not meeting the program requirements.

c. Training certificates and the digital equivalent of the certification issued under following circumstances will be considered as 'fraudulent' and legal actions will be initiated by Dubai Municipality:

   i. Issuing certificates to candidates who have not completed the training or assessment

   ii. Providing misleading information to Dubai Municipality, Certification Bodies, Food Establishments or Trainees.

   iii. Providing incorrect information deliberately to bypass the requirements for the Food Safety Department

   iv. Using trainers who are not approved

   v. Providing insufficient evidence about the training or the assessment for a particular training or the certification of a particular trainee.

Feedback, Appeals and Complaints

a. Training centres must take a post training survey to measure the satisfaction of all trainees. Data from the surveys must be shared with the Food Safety Department.

b. The feedback from trainees must be used to modify the trainings if required in consultation with the Food Safety Department.

c. Training centres shall have a documented procedure to handle appeals and complaints. Where necessary, such appeals and complaints must be notified to the Food Safety Department.

Learning Management System

a. Training Centres can provide training completely online, or as blended or trainer led training through Learning Management Systems (LMS) approved by the Food Safety Department. For the approval of LMS, the following requirements apply:

i. The LMS may be used to create professional structured course content based on the requirements specified in this document.

ii. The system should be capable of registering (enrolling) trainees with their Emirates ID, information about employers, and be integrated to the Foodwatch platform for registration, attendance management and provision of digital qualification.

iii. If virtual or augmented reality is used for training, the content of the program must be designed to deliver the learning outcomes of the training.

b. The access to the LMS should be defined in the user manual, and user roles and actions must be clearly defined.

c. There must be systems in place to ensure confidentiality of the assessment questions. The system must be capable of providing multiple assessments, and the assessment questions must be frequently reviewed and changed to ensure integrity of the assessment process.

d. Whether cloud-based or stored in-house, the system must be secure, and the data of training must be accessible at least for a year.

1. Annex

Table 1

Competency requirements of a Certified Person in Charge of Food Safety

Food Safety Responsibilities	i. The Primary Person in Charge of a Food Establishment should be able to outline the responsibilities of all relevant parties including business owners, persons in charge and food handlers with regards to food safety. ii. The PIC should be aware of the common contributing factors to foodborne illnesses in Dubai and be able to take adequate preventive measures. iii. The PIC should be aware of the responsibilities and procedures linked to reporting any case of foodborne illness (staff or customers) to the Food

	Safety Department.
Managing Food Safety	i. The PIC should be familiar with the managerial requirements relevant to food safety such as what approvals and permits are required to operate a food business, what systems have to be used, and how the systems have to be used. ii. The PIC should be able to use the relevant features of the Foodwatch platform to maintain approvals, permits, contracts, records and evidence of action. iii. The PIC should be able to record daily inspection, equipment inspection, process check, delivery checks, and also report corrective actions, manage suppliers and deal with supplier non compliance. iv. The PIC should manage consumer complaints effectively and know when to report the complaints to Dubai Municipality.
Personal Hygiene	i. The PIC should be able to demonstrate good hygiene practices and promote high standards of personal hygiene among staff. ii. The PIC must be able to identify the signs and symptoms of foodborne illnesses and infections that could have an impact on food safety. iii. The PIC should be aware of when to exclude ill employees from work or direct food handling responsibilities.
Food safety operational requirements	i. PIC should be capable to: - Identify and report structural deficiencies in the food operation - Manage and maintain an effective pest control system - Manage and maintain a satisfactory waste disposal system - Identify suitable cleaners and disinfectants to be used in the business; and ensure they are used effectively ii. Where applicable to their job: - Ensure food safety during product purchasing

	- Ensure food safety during delivery receipt - Ensure food safety during storage - Ensure food safety during product preparation - Ensure food safety during cooking/processing/cooling/holding/service of food - Encourage good hygiene practices during the transportation of food - Ensure products are labelled correctly iii. Ensure the food safety training needs and competencies of staff are met iv. Use Foodwatch to carry out food safety checks and take action
Food Safety Management System	i. Understand basic principles of establishing food safety management systems relevant to the scope of the activities of the food businesses ii. Manage and maintain food safety documentation and records relevant to food safety management systems iii. Manage and maintain the traceability system within the area of the food operation
Food Safety Management System (Additional competencies PIC's involved in catering of food to schools or in establishments that have nutritional or health claims)	i. Understand the basic principles of nutrition. ii. Understand and apply the nutritional requirements for schools. iii. Understand how the Foodwatch platform can be used for nutrition calculation. iv. Understand basic principles of establishing food safety management systems relevant to the scope of the activities of the food businesses. v. Manage and maintain food safety documentation and records relevant to food safety management systems. vi. Manage and maintain the traceability system within the area of the food operation.

Table 2

Learning Objectives for Food Safety Trainings

S. No	Module	Learning Objectives	Associated Qualification
1	**Introduction to Food Safety**	i. Understand food safety and business operator/staff responsibilities with regard to food safety. ii. Understand the regulatory and legislative framework in Dubai iii. Understand disease surveillance data, common foodborne diseases in Dubai iv. Understand factors that commonly contribute to foodborne illness	PIC – New Certification PIC- Recertification PIC- Advanced Certification & Re-Certification
2.	**Pre-requisite Programs**	i. Understand how the design, layout, construction and maintenance of premises and equipment can affect food safety ii. Understand the implementation, management and application of good hygiene practices, cleaning, disinfection, waste disposal, and pest control iii. Understand the procedures of supplier approval and stock control iv. Understand the concepts to assess training and competency needs of employees	PIC – New Certification PIC- Advanced New Certification

3.	**Understand Hazards and Control Measures**	i. Understand the main contributing factors to foodborne diseases in Dubai and their specific control measures ii. Understand how to handle risks associated with raw or partially cooked ready to eat foods	PIC – New Certification PIC- Advanced Certification PIC- Advanced Certification & Recertification
4.	**Managing Food Safety compliance**	i. Explain food business operator and staff responsibilities with regard to food safety legislation ii. Implement the requirements of food safety legislation and procedures for compliance and enforcement iii. Explain the food inspection system iv. Understand the most common non compliance issues in Dubai and their corrective actions v. Explain the role of Foodwatch platform for managing entity information, daily self inspection of staff and facility, pest management, delivery vehicle management and reporting, supplier management, and process and equipment verification and action vi. Responding to food related complaints and emergencies	PIC- Recertification PIC – New Certification PIC- Advanced Certification & Recertification

5.	**Food safety management in food service business**	i. Manage microbial, physical, chemical and allergen food safety risks relevant to the food service and catering Business ii. Explain methods for monitoring and recording food safety control measures relevant to their business iii. Determine the appropriate corrective actions required if food safety hazards are not controlled iv. Manage and maintain food safety documentation and records via Foodwatch for the different processes	PIC- Advanced certification & Advanced Recertification
6.	**HACCP Based Systems (Certified Facilities)**	i. Understand the relevant clauses of standard used for certification as applicable to their work ii. Explain the principles of HACCP iii. Identify the different hazards relevant to their business iv. Understand the controls needed to protect the safety of food as relevant to the type and nature of the business v. Understand the monitoring and verification requirements for the established control measures vi. Understand the documentation and record keeping activities vii. Understand the role of prerequisite programs	HACCP Training

7.	**Food Nutrition – School Supplier** (Optional but mandatory for suppliers to schools, food service businesses with nutritional claims)	i. Understand the fundamental concepts in food and nutrition. ii. Understand the menu and recipe analysis and modification iii. Understand the local regulation related to school food and nutrition	PIC- Advanced for School Caterers
8.	**Primary Qualifications**	iv. Framework of Food Safety in Dubai v. Food safety legislations in Dubai vi. Factors that contribute to foodborne illness as listed by the World Health Organization vii. Common food safety issues in Dubai and the region, Surveillance data viii. Understand the role of personal hygiene in preventing contamination and foodborne illness ix. Identify the hygiene practices that employees should follow before reporting to work and while at work x. Basics of Pest management xi. Basics of Cleaning and disinfection xii. Food Transportation xiii. Understand microbial, chemical, physical hazards and allergens xiv. Introduction to food labelling xv. Introduction to food fraud xvi. Common food safety control measures	Basic Food Safety Qualifications

Table 3

Business Based Requirements for Person in-Charge

The below table lists the training program, qualification and the number of PICs required in food business based on the type and nature of the food related activities in an establishment.

Business Type	PIC Requirement	Qualifications
Bakery/Confectionery Cat. I Meat, egg/cream/ milk based Products	One per shift present in the production area	Advanced PIC Certification
Bakery/Confectionery Cat. II Bread, chocolate, sweets, sugar confectionery	One per establishment	PIC Certification
Fishmonger/ Fish stall	One per establishment	PIC Certification
Butcher shop	One per establishment	PIC Certification
Fruit and Vegetables stall Raw whole vegetables only	One per establishment	PIC Certification
Grocery Pre-packed food only	One per establishment	PIC Certification
Departmental Store/Supermarket Cat. I Mixed activities, open display of open high-risk foods and preparing to order	One in each counter where open high-risk food is handled	Advanced PIC Certification
Departmental Store/ Supermarket Cat. II Pre-packaged food only	One per shift	Advanced PIC Certification
Vending Machine Requiring temperature control	One per license	License holder/manager with PIC Certification

Food kiosks Cat. I Confectionary	One per license	PIC Certification
Food kiosks Cat. II Cooked foods	One per kiosk	Advanced PIC Certification
Catering company Cat. I With preparation at service site	One per shift per kitchen (depends on the size)	Advanced PIC Certification
Catering company Cat. II With only hot holding at service site	One per shift	Advanced PIC Certification
Central Kitchens of restaurants or catering companies	One per shift per kitchen (depends on the size)	Advanced PIC Certification
Hospital kitchen	One per shift present in the production area	Advanced PIC Certification
Nursing Home	One per shift present in the production area	Advanced PIC Certification
Day Care, Pre-school, School Cat. I Production/preparation	One per shift present in the production area	Advanced PIC Certification and additional qualification with Nutrition Module
Day Care, Pre-school, School Cat. II Tea, coffee, snacks only	One per establishment	Advanced PIC Certification and additional qualification with Nutrition Module
Restaurant Cat. I Hot holding, Cooling, Reheating and serving meals	One per shift present in the kitchen	Advanced PIC Certification
Restaurant Cat. II Preparation and immediate service	One per shift present in the production area	Advanced PIC Certification
Cafeteria and café	One per shift present in the kitchen	Advanced PIC Certification
Hotels	One per shift present in each kitchen	Advanced PIC Certification

Manufacturing Plants	One per shift present in the production area	PIC Certification
Food Trading Companies	One per establishment	PIC Certification

Table 4

Basic Food Safety Program Criteria for Food Businesses

Business Type	Training Program
Bakery	Basic Food Safety – Food Service
Fishmonger/ Fish stall/ Butcher shop	Basic Food Safety – Food Service
Fruit and Vegetables stall Raw whole vegetables only	Basic Food Safety
Grocery Pre-packed food only	Basic Food Safety
Departmental Store/Supermarket Cat. I Mixed activities, open display of open high-risk foods and preparing to order	Basic Food Safety – Food Service
Departmental Store/ Supermarket Cat. II Pre-packaged food only	Basic Food Safety
Food kiosks Cat. I Confectionary	Basic Food Safety
Food kiosks Cat. II Cooked foods/High risk foods	Basic Food Safety – Food Service
Catering company, Restaurant, Cafeteria, Café, Coffee shop	Basic Food Safety – Food Service
Hospital kitchen	Basic Food Safety – Food Service
Nursing Home	Basic Food Safety – Food Service

Day Care, Pre-school, School	Basic Food Safety – Food Service
Hotels	Basic Food Safety – Food Service
Manufacturing Plants	Depending on the process. If catering process is involved Food Service course will be essential.
Food Trading Companies	Basic Food Safety

Table 5

Continuing Professional Development (CPD) for Trainers, Consultants and Auditors

Example 1

Areas	Food Safety work-based learning	Professional Activity	Formal Education	Self-directed learning	Communication and training skills	Other
Examples	Attending formal training, workshops, conferences	Involvement in a food safety professional body, mentoring	Higher education-Diploma/Certificate//Degree	Reviewing books / articles related food safety and/or relevant topics	Train the trainer course , Public speaking, Teaching courses, communication and presentation skills	Voluntary work in food safety events
Minimum CPD Hours	9	3	6	3	6	3
		Total 30 CPD hours (At least in 3 areas)				

Example 2

Areas	Food Safety work-based learning	Professional activity	Formal Education	Self-directed learning	Other
Train	Attended Dubai International Food Safety Conference	Not Applicable	Attended a approved Certificate or course in food safety	Reviewing books / articles related food safety and/or relevant topics	Voluntary work in food safety events (Dubai Municipality approved)
CPD Hours * of activities	18	NA	18	Na	6
Maximum CPD Hours (Trainer can claim)	15	NA	9	NA	6
	Total 30 CPD hours (At least in 3 areas)				

**CPD hours listed above are not real numbers. The number of hours will depend on the learning hours you had for each of the programs you list.*

References

i. Local Order No. (11) of 2003 Concerning Public Health and Safety of the Society in the Emirate of Dubai

ii. Dubai Food Code