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1. **PURPOSE**

The purpose of this document is to describe the process for manufactured food program training, specifically classroom coursework assignment, completion, record entry, review of records, and entry and monitoring of continuing education.

1. **SCOPE**

This procedure applies to all manufactured food program training and includes instructions for manufactured food program staff and applicable supporting staff. The procedure does not apply to the Retail Food Program or to audits conducted to meet FDA Contract or MFRPS Standard 4 requirements. Specific field training requirements are found in *FOOD.20.05 – Manufactured Food Field Training SOP.*

1. **BACKGROUND**

The Minnesota Department of Agriculture (MDA) – Food and Feed Safety Division (FFSD) conducts training for Manufactured Food Inspection staff. The Manufactured Food Regulatory Program Standards (MFRPS) requires that basic training, advanced training, and continuing education is recorded and that records are maintained for all active inspectors. Inactive inspector records must be kept for a minimum of three years or per the division’s Data Retention Schedule. Staff that were hired before September 2012 have training waivers for Basic Training (Classroom, Online, and Field) and Specialized Joint Inspections on file.

1. **RESPONSIBILITY**

**Food Standards Coordinator** – The Food Standards Coordinator will assist in the maintenance of the training plan.

**Manufactured Food Program Manager -** The Manufactured Food Program Manager will assist in the maintenance of the training plan, designate Qualified Trainers, review and assist in completion of the FDA training needs survey, and sign-off on corrective actions as needed.

**Manufactured Food Program Supervisor** – The Manufactured Food Inspection Supervisors advise the TSA on what courses to assign staff, remind staff to complete training assignments and submit documentation, assist in training completion reviews, assist in designation of Qualified Trainers, and completion of corrective actions as needed.

**Trainee** – The Trainee will provide training records such as certificates, assessments, etc. per the procedure.

**Trainer** – The Trainer will update training materials based on new procedures/regulations, provide training, and supply the TSA with course attendance and completion information as required.

**Training Standards Administrator (TSA)** – The Training Standards Administrator will assist in the maintenance of the training plan, coordinate online and internal classroom training, perform training completion reviews, manage training records, and monitor continuing education.

1. **DEFINITIONS**

**Contact Hour:** An inspector qualifies for one contact hour of continuing education for each clock hour of participation. Contact hours for a specified presentation, course, or training activity will be recognized only one time within a 3-year continuing education period.

**Current Experienced Staff:** Current Experienced Staff are staff who were trained and began conducting Manufactured Food inspections prior to the initiation of the Manufactured Food Training Plan. These staff members also have waivers on file attesting to their joint field training inspections and basic course work.

**Individual Training Record**: Individual Training Records consist of training records from the LMS, SharePoint, and ORAU. They are provided to Supervisors by Training Coordinators or designee to review on an annual basis for performance reviews, verify completion of training for each TYPE of inspection, or as requested.

**LMS:** The Learning Management System (LMS) is a database which stores training records, materials, and recorded training sessions.

**Manufactured Food Inspection Trainee (Trainee):** A Manufactured Food Inspection Trainee is a food inspector new or newly assigned to manufactured food inspections, or assigned Specialized/Advanced training after completion of basic training.

**Manufactured Food Program Staff:** All staff with full or partial funding from the Food Program’s budget. This may include but is not limited to: inspectors, and food program supervisors and management.

**Manufactured Food Program Training:** The Manufactured Food Program Training consists of three categories; Basic, Specialized/Advanced, and Continuing Education, as defined by the MFRPS and the *Manufactured Food Inspector Training Plan*. The training includes classroom training provided by MDA or external sources, online training such as ORAU courses and MasterControl for document training, field training and evaluation, and independent study.

**Newly Hired Experienced Staff:** Staff with manufactured food regulatory experience received outside of the Manufactured Food Program.

**Qualified Date:** When an inspector has completed all basic course and field elements and has been approved for independent inspections. This date will also be used as the beginning date for the 3-year continuing education period.

**Qualified Trainer**: A Qualified trainer is a FFSD staff member who has completed training requirements as needed for the training topic and is designated by the Manufactured Food Program Manager.

**Start Date:** Date inspector is newly hired or reassigned into the Manufactured Food Program. Used as the beginning date for training timelines.

**Training Record:** A Training Record may be a certificate, sign-in sheet, evaluation, inspection report, affidavit/memo, supervisor approved database entry or any other piece of documentation which provides evidence that the manufactured food program staff member completed the training.

**Type of Inspection**: A Type of Inspection is a specific category of inspection that has required classroom, online, and/or field training. The Manufactured Food Program has the following Types:

**Basic**: Routine Manufacturing. Food Sampling, and Licensing, and;

**Specialized/Advanced**: Seafood HACCP, Juice HACCP, Acidified Foods, Low Acid Canned Foods, and Preventive Controls.

1. **PROCEDURES**
	1. **Training Coursework Verification**

Manufactured Food Program Manager, TSA, and Food Standards Coordinator

* + 1. Maintain the *Manufactured Food Inspector Training Plan* up-to-date to include current MFRPS Standard 2 and Manufactured Food Program training requirements.
			1. Basic Food Inspection Training consists of coursework in at least the following subject areas:
				1. Prevailing statutes and regulations
				2. Public health principles
				3. Emergency management
				4. Communication Skills
				5. Microbiology
				6. Basics of HACCP
				7. Allergen management
				8. Basic food labeling
				9. Food defense awareness training
				10. Sampling technique and preparation
				11. Epidemiology
			2. Specialized/Advanced Food Inspection Training courses may include:
				1. Acidified Foods
				2. Low acid canned foods
				3. Juice HACCP
				4. Seafood HACCP
				5. Dietary Supplements GMP
				6. Aseptic Processing
				7. Preventive Controls for Human Food Inspections
				8. Traceback Investigations
				9. Foodborne Illness Investigations
		2. Monitor all Basic Food Inspection Training coursework in conjunction with the trainee to ensure training is completed within 24 months of the inspector’s start date with the Manufactured Food Program.

Manufactured Food Program Manager

* + 1. Assign coursework specific to the type of Specialized/Advanced food inspections the trainee will be performing.
	1. **Online Training Assignment – External and Internal**

TSA

* + 1. Assign all new, or newly assigned, Trainees the Basic Online Training as outlined in the current *Manufactured Food Inspector Training Plan*.
			- 1. Create trainees in Compliance Wire for ORAU courses (if not already) and assign courses.
				2. Assign Standard Operating Procedure (SOP) and Work Instruction Training through MasterControl to all staff listed on the circulation list in the SOP in coordination with the Food Standards Coordinator.
				3. Provide further information for all other online training (Internal or External such as Incident Command System (ICS) courses) – provide trainee with link to training along with any applicable instructions for accessing the course.
		2. Verify all Basic online training is completed prior to official training approval.
		3. Assign any additional online training, outside of Basic training, based on requests from supervisors, required course prerequisites, and new training topics such as the changes to regulations.

Trainee

* + 1. Complete all basic online training during office hours between field and classroom training and by the specified due date (if applicable).
			- 1. Notify Supervisor and Training Standards Administrator when all Basic ORAU training is complete.
				2. Email ICS certificates and Pathlore training certificates to the Training email inbox once complete.

Include in the Subject Line of the email: Name of the Course and date course was completed.

Supervisor

* + 1. Verify new or newly assigned Trainees are completing online courses assigned in ORAU, MasterControl, ICS, and Pathlore during check-ins and report approved requests (i.e. - due date extensions, etc.) to the TSA.
	1. **Internal Classroom Training Coordination and Completion**

TSA

* + 1. Coordinate internal classroom trainings based on the current *Manufactured Food Inspector Training Plan* and Supervisor/Program Manager assignment.
			- 1. Schedule a meeting with qualified trainers, Manufacturing (MFG) Training Coordinator, and Supervisors to determine dates and times for internal classroom trainings prior to a trainee or trainees’ start date.
				2. Once the date, time, and location for a classroom training is confirmed with the qualified trainer:

Create an appointment in the FFSD Training Calendar and send the invitation to the applicable trainees, qualified trainers, and copy the trainees’ supervisor. The appointment should contain the following:

training location,

Trainer’s Name,

course name and description,

any course prerequisites,

special instructions (if applicable),

and a copy of the sign-in sheet for the course

Reserve a training location and equipment (if applicable). Coordinate with the qualified trainer to determine who will reserve a location if the training will be hosted outside the main MDA building.

Print training materials as requested by the qualified trainers (PowerPoint, handouts, course evaluations, etc.)

* + - * 1. Upload completed sign-in sheets to the applicable year’s Records folder on the Training SharePoint site when received after the course.

Trainer

* + 1. Prior to the classroom course, review training materials located on the Training SharePoint Site.
			- 1. Make updates to the current training materials based on new procedures, regulations, or training style. Confer with the Program Manager and/or Supervisor as needed.
				2. If major changes are needed, such as removing or adding directions, save a new copy of the training and send the updated training material(s) for review to at least one supervisor and one other Agricultural Consultant prior to delivery.
		2. Send printing and equipment needs to the TSA at least four (4) business days prior to the course. Other office staff can support printing needs if the TSA is unavailable.
		3. Complete the training on the scheduled date.
		4. Provide completed sign-in sheet from the classroom training to the TSA after the training.
		5. Complete review of any assignments.
		6. Notify the TSA and Supervisor as soon as possible if the training date or time needs to change due to extenuating circumstances.
		7. Provide feedback to the Program Manager and Supervisors on successes and opportunities for improvement of training courses.

Trainee

* + 1. Complete required prerequisites prior to the course.
		2. Attend the classroom training assigned.
			- 1. Be on time to the course. Contact the trainer and supervisor if late.
				2. Participate in all activities, assessments, and evaluations.
				3. Ask relevant questions.
				4. Work with the Supervisor and the trainer if unable to attend the course because of unforeseen circumstances to reschedule or make other arrangements to complete the course.
		3. After the training, complete any follow-up inspections or activities.
		4. Apply classroom training to inspection work and submit any follow-up questions to the trainer or Supervisor.

Supervisor

* + 1. Review internal classroom training topics with trainee at check-ins and provide any additional information on the topics as needed.
	1. **FDA Classroom Training Coordination and Completion**

TSA

* + 1. Coordinate with programs to review, update, and complete the FDA training needs survey and pre-registration workbook when requested by FDA.

Supervisor

* + 1. Send the FDA course notification (including description, registration forms, and travel estimate forms) to assigned trainees within five (5) working days from the date the information is received from the FDA.
		2. Assist trainees as necessary to complete the forms (special needs, emergency contact information).
		3. Complete the Out of State Travel form using the appropriate funding string, include course announcement and send to Program Administration & Support Unit (PASU) for signature routing.

Trainee

* + 1. Complete the FDA registration and travel estimate forms within five (5) working days from receipt from the Supervisor or by FDA due date. Submit completed forms to the FDA.
		2. Complete all course prerequisites prior to attending the course by due dates specified in the course announcement. If there are no due dates, complete prerequisite training at least two weeks prior to course.
		3. Refer to section 6.5.2 of this SOP for directions regarding course completion certificates.
		4. Contact the Supervisor if unable to attend the training due to unforeseen circumstances.
	1. **Training Records**

Trainee

* + 1. Keep all training record documentation in a personal training records file. The file may be electronic or paper. Never discard ANY training record such as a certificate.
		2. Send training completion certificates to the TSA for courses taken outside of the Compliance Wire and MasterControl systems.

TSA

* + 1. Create an individual Training Plan for each new inspector and upload to SharePoint. Review within 2 (two) weeks of hire with the trainee and Supervisor.
			- 1. Based on the review, refer to the trainee and Supervisor to *FOOD.WI.20.01 – Training Affidavit WI* for instructions for initiating and completing a training affidavit for any course substitutions based on previous Trainee experience.
		2. Actively maintain the individual training plan with completion dates and links to applicable records in coordination with the trainee.
		3. Request training completion certificates from the trainee as needed.
		4. Upload all training records to SharePoint within two (2) weeks of receiving a training record as applicable.
			- 1. **Classroom Records:** Upload records for Basic and Advanced classroom training to SharePoint as courses are completed.
				2. **Online Records:** online records for trainings completed in ORAU and MasterControl will be maintained in those systems. A report of completions will be generated for the purpose of course completion verification.
		5. Enter all relevant courses completed and records received prior to trainee hire into SharePoint as required within one (1) month of receiving the record.
	1. **Training Monitoring & Corrective Actions**

TSA

* + 1. Review training records for each Manufactured Food trainee to assess assignments not completed on a monthly basis and send notification regarding missing training records or incomplete assigned courses to supervisors for further follow-up.
		2. Notify trainees’ Supervisor when a training corrective action form is needed for any training deficiency identified.
			- 1. Examples of a deficiency that will require a corrective action may include, but are not limited to:

Failure to pass an LMS exam after two attempts.

Failure to pass a field evaluation.

Failure to complete required basic training, advanced training, or continuing education as required by procedures.

Supervisor

* + 1. Complete and submit training corrective action forms as needed. Refer to *FOOD.WI.20.02 – Training Corrective Actions WI.*
		2. Remind staff to complete training assignments and submit appropriate documentation such as certificates.
		3. Review monthly reports received from the TSA and work with staff to complete missing training.
	1. **Classroom and Online Training Completion Verification**

TSA

* + 1. Verify all classroom, online, and joint inspections with successful evaluations (in conjunction with the MFG Training Coordinator), are complete prior to signing an approval form for each type of inspection. Refer to *FOOD.20.05 – Manufactured Food Field Training SOP* for instructions on completing the training approval form.
	1. **Continuing Education**

Trainee

* + 1. Participate in 20 contact hours, of continuing education related to Manufactured Food within 36 months. This period starts based on the inspector’s qualified date.
			- 1. The following activities related specifically to manufactured food safety or manufactured food inspection work may qualify for contact hours:

Attendance at national or regional seminars/technical conferences;

Professional symposiums/college courses;

Food-related training provided by government agencies;

Food safety related conferences and workshops;

Distance learning opportunities that pertain to food safety; or

Training approved by a Qualified Field Inspection Trainer as defined in *FOOD.20.05 – Manufactured Food Field Training SOP.*

* + - * 1. Of the 20 contact hours of continuing education a maximum of 10 contact hours may be accrued from the following activities:

Delivering presentations at professional conferences

Providing classroom and/or field training to newly hired inspectors, or being a course instructor in food safety; or

Publishing an original article in a peer-reviewed professional or trade association journal/periodical.

* + - * 1. Of the 20 contact hours of continuing education a maximum of 4 contact hours may be accrued from reading technical publications related to Manufactured food safety.
		1. Log hours in SharePoint.
		2. Documentation must accompany each activity submitted for continuing education credit. Examples of acceptable documentation include:
			- 1. Certificates of completion indicating course date(s) and number of hours attended;
				2. Transcripts from a college or university;
				3. A letter from the program administrator of the continuing education program attended;
				4. A copy of the peer-reviewed article or presentation made at a professional conference; or documentation to verify technical publications related to food safety have been read including completion of self-assessment quizzes that accompany journal articles, written summaries of key points/findings presented in technical publications, and/or written book reports;
				5. An agenda and attendance roster
				6. Documentation approved by the Qualified Field Inspection Trainer as defined in *FOOD.20.05 – Manufactured Food Field Training SOP*.

TSA

* + 1. Verify staff are entering continuing education on SharePoint.
		2. Pull an annual report of entries and provide it to the supervisors for review. Use the Federal Fiscal Year to pull reports. For example: Oct 2015 to Sept 2016.
		3. Identify inspectors that will require continuing education hours to meet the required hours and by the end of the fiscal year and coordinate with the inspector and supervisor to schedule or identify training.

Supervisor

* + 1. Review continuing education records provided by the TSA on an annual basis.
		2. Coordinate with the TSA or Program Manager for inspectors that need continuing education hours.
		3. Remind staff to enter continuing education hours in SharePoint.
1. **RELATED DOCUMENTS (includes References, Attachments)**

FOOD.20.05 – Manufactured Food Field Training SOP

FOOD.WI.20.01 – Training Affidavit WI

FOOD.WI.20.02 – Training Corrective Actions WI

Manufactured Food Inspector Training Plan

Training Corrective Action Form Template

1. **EQUIPMENT/MATERIALS NEEDED**

N/A

1. **SAFETY**

N/A

1. **CIRCULATION**

This policy will be circulated to the following groups: Manufactured Food Program Inspection Staff including: Inspectors, Supervisors, and Program Manager; and the Training Standards Administrator. The current version will be stored electronically on the FFSD document control site.