1. SCOPE

All employees and fresh produce suppliers

1. PURPOSE

To ensure that Tijule has a documented procedure in place addressing, the training requirements for all food safety concerns of the employees and select suppliers.

1. DEFINITIONS
2. **Communication:**

Information conveyed to employees that does not require training or demonstration. Communication affecting those without email access must be done through direct Supervisor, memos, meetings and notices.

1. **Training:**

Instruction or practice, providedby qualified trainer, or subject matter expert in an effort to teach employees to become proficient in a specific job function. All training will be validated by Testing and or Demonstration.

1. **Demonstration:**

An illustration of a person’s ability to perform a task proficiently and in the order in which it is defined in the documented training materials.

1. **SME:** Subject Matter Expert- A Manager, or Specialist in a specific areas that has demonstrated competence given his/her experience and skill set.
2. PROCEDURE
3. **Responsibility**
4. Food Safety Coordinator/ Team Leader/ Factory Manager
5. Organizes training for all new employees.
6. Ensures that no new hire is dispatched for performing any tasks without training.
7. Ensure needs assessment are carried out by managers of the respective areas.
8. Develop training schedule based on the output of the needs assessment and refresher trainings.
9. All training of employees are Validated by Testing and or Demonstration.
10. **Factory Manager/Production Manager/Quality Manager**
11. Training need assessment is conducted based on the level of associated food safety risk to the product or process in a specific work area.
12. The risks are differentiated based on CCP’S, OPRP’S and PRP’S
13. Need assessment may be triggered by non-conformity in the assigned work area through the REP process, Verification Audits, Inspections and Internal audits relative to CCP’S, OPRP’S, PRP’S and the Management System requirements.
14. Need assessment may be triggered also by Customer Complaint.
15. Training needs assessment is done annually by each manager for their respective area;
    1. The trigger for the assessment is;
       1. Ten or more non-conformity in one specific process over a one year period.
       2. Three or more customer complaint in one specific process over a one year period.
16. Once the need assessment is completed the information to determine whether training is to be conducted is supplied to the Food Safety Coordinator/ Factory Manager for creating the training schedule.
17. **New employee prior to released into production**
18. They will be assigned to the work area to observe the tasks being carried out by competent personnel and then perform the task in conjunction with the observed party and finally perform the task by him or herself under observation. At the end of this process a training competence register is signed off by the supervisor to validate competence. They will also read all pertinent documents that pertain to Food Safety Requirements.
    1. **Employee moves to New Role:**
19. If a Supervisor/Manager moves an employee into a new role that is still within their scope of work the supervisor will follow 4.3.1 above. All training records are to be forwarded to the Food Safety Team Leader.
    1. **Occasional Workers:**
20. Occasional workers are hired during peak production. If a worker is required to work in an area they have previously been trained within the last six months no additional training is required to work in that area. If they have not worked in the assigned area within the last six months follow the protocol for New employee prior to released into production (Section4.3)
    1. **New Work Instruction or New Equipment is introduced:**

When a new work instruction or procedure relative to CCP’S, OPRP’s and PRP’S are generated the employees that will be affected by the instruction will be required to undergo training and sign off on the new document. Equipment is introduced into production employees that are affected by this are trained on an individual basis or small group by the SME or someone trained by the SME on how to operate, the new equipment usually will have a test provided to validate that training was effective.

* 1. **Missed Training:**

Scheduled training can only be missed for a valid reason approved by a Manager or a Medical Leave Of Absence (Sick Leave).

* 1. **Training Matrix:**

All mandatory training in Food Safety is kept on record along with specific job training for Auditors, Production worker.

**Refresher Training**

**Refresher trainings are determined by need assessment process above.**

1. RECORDS

Training Registers

[..\..\..\Records\Training Records](file:///\\Dc2\j\FoodSafety\FSSC%2022000%20Management%20System\Records\Training%20Records)

Evaluation Results

[..\..\..\Records\Training Records](file:///\\Dc2\j\FoodSafety\FSSC%2022000%20Management%20System\Records\Training%20Records)

1. REFERENCES

Job Description (located in administrative office)

Competency Matrix

[..\..\..\FORMS\Training\Competency Matrix..xlsx](file:///\\Dc2\j\FoodSafety\FSSC%2022000%20Management%20System\FORMS\Training\Competency%20Matrix..xlsx)

Training Schedule

[..\..\..\Records\Training Records\Training Schedule](file:///\\Dc2\j\FoodSafety\FSSC%2022000%20Management%20System\Records\Training%20Records\Training%20Schedule)

1. DOCUMENT CONTROL INFORMATION
2. APPROVAL AUTHORITY

|  |  |  |  |
| --- | --- | --- | --- |
| Authored by; | REVISED BY | APPROVAL BY | DATE |
| Owen Glave and Food Safety Team |  | Food Safety Team | May 28, 2015 |