

**Minnesota Department of Agriculture
Food and Feed Safety Division**

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Title: Training Assignments and Records SOP	

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1. PURPOSE

The purpose of this document is to describe the process for training completion, record entry, and review for any staff associated with the Food Programs, other than Manufactured Food Program Inspection staff.

2. SCOPE

This procedure applies to the training activities for any staff associated with the Food Programs, other than Manufactured Food Program Inspection staff (Refer to *FOOD.20.07 – Training Assignments and Records-Manufactured Foods SOP*).

3. BACKGROUND

The Minnesota Department of Agriculture (MDA) – Food and Feed Safety Division (FFSD) conducts training for inspection, compliance, supervisory, support and technical staff. The Voluntary National Retail Food Regulatory Program Standards (RFRPS) requires five Steps of training: Step 1 - Pre-Inspection Curriculum, Step 2 - Initial Field Training and Experience, Step 3 – Independent Inspections and Completion of All Curriculum Elements, Step 4- Food Safety Inspection Officer – Field Standardization, and Step 5 – Continuing Education and Training. The Manufactured Food Regulatory Program Standards (MFRPS) requires that the state program has a system to communicate policy and guidance to managerial and non-managerial staff.

4. RESPONSIBILITY

Retail Food Program Manager - The Retail Food Program Manager will receive notifications of missing training and completions and provide feedback regarding next steps for training completion.

Retail Food Program Supervisor and Unit Supervisor – The Retail Food Inspection Supervisors and Unit Supervisors will assist in training completion reviews, advise the TC on courses to assign, and verify staff are completing training as required.

Food Program Trainer – The Trainer will update course information and provide course attendance and completion information as required.

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Training Coordinator – The Training Coordinator will assist in training completion reviews and manage all training records entry.

Food Inspector/Compliance Officer/Support and Technical Staff (Staff): The Food Inspectors, Compliance Officer, or Support and Technical Staff will complete trainings as assigned and provide completed training records such as certificates, assessments, etc. as required.

5. DEFINITIONS

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 is a database which stores training records, materials, and recorded training sessions.

Retail Food Program Training: The Retail Food Program Training consists of five steps: Step 1 - Pre-Inspection Curriculum, Step 2 - Initial Field Training and Experience, Step 3 – Independent Inspections and Completion of All Curriculum Elements, Step 4- Food Safety Inspection Officer – Field Standardization, and Step 5 – Continuing Education and Training, as defined by the RFRPS and the Food Program’s *Food Inspector Training Plan*. The training includes classroom training provided by MDA or external sources, online training, field training, evaluation, and independent study.

Trainer: A trainer is a food program staff member designated by the food inspection manager, supervisors, compliance staff, rapid response team staff, or any other personnel. The trainer may conduct classroom training, joint inspections, or field evaluations (not audits).

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 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 Food Program has the following Types:

Basic: Routine Retail, Food Sampling, Licensing, Retail HACCP, Reinspection/Follow-up Inspection, Plan Review, Vending Machines, and Retail Mobile.

6. PROCEDURES

6.1. Training Records

Food Program Staff

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- 6.1.1. 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.
- 6.1.2. Provide all TRAINING RECORDS to the Training Coordinator or designee within two (2) weeks of receiving a personal TRAINING RECORD.
- a. **Classroom Certificates:** Upload certificates to the Learning Management System (LMS) as courses are completed. If a course is not assigned and a certificate is received, contact the Training Coordinator to assign or create a course.
 - b. **Online Certificates:** Upload certificates to the Learning Management System (LMS) as courses are completed except for individual U.S. Food and Drug Administration (FDA) – Office of Regulatory Affairs University (ORAU) certificates (This record is stored in the FDA-ORAU database). If a course is not assigned and a certificate is received, contact the Training Coordinator to assign or create a course.
 - c. **Basic Joint Field Training:** Follow the directions in *FOOD.20.04 – Retail Field Training SOP*.
 - d. **Basic Independent Field Training:** Follow the directions in *FOOD.20.04 – Retail Field Training SOP*.

Training Coordinator

- 6.1.3. Create training courses in the LMS for each online or classroom training. Refer to *FOOD.20.02 – Course Description Development and Entry SOP* for course description development.
- 6.1.4. Assign training to staff for each online and classroom course.
- a. ORAU – Set up food program in FDAORAUSTATES (if not already) and create assignments.
 - b. SOP Training – Assign through LMS to all staff listed on the circulation list in the SOP except for approver.
 - c. Classroom (Internal or External) – Assign through LMS.
 - d. All Other Online (Internal or External) – Assign through LMS.
- 6.1.5. Provide due dates for each course.
- a. Allow 14 to 30 days, depending on availability and length of course, to complete online training including SOP training.
 - b. Send follow-up emails to trainee and supervisor if courses are not completed.
 - c. If courses are more than two (2) weeks overdue and there is not an extenuating circumstance, notify the program manager.

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- 6.1.6. For all courses taken prior to being entered in LMS , enter all training records into the LMS and/or SharePoint as required within one (1) month of receiving the record.
- 6.1.7. Review certificates uploaded and complete the course in the LMS for the individual.
- 6.1.8. Review missing training and completions for each food staff person on a monthly basis and send notification regarding missing training records or uncompleted assigned courses to supervisors and program manager.

Supervisor

- 6.1.9. Advise training coordinator on which courses to assign to staff.
- 6.1.10. Remind staff to complete training assignments and submit appropriate documentation such as certificates.
- 6.1.11. Review monthly reports received from the training coordinator and work with staff to complete missing training.

6.2. Internal Classroom Training

Training Coordinator

- 6.2.1. Schedule basic, advanced and continuing education training based on the current training plan and supervisor advisement.
 - a. Contact the TRAINER to set up a date and time for the training at least four (4) weeks prior to the requested training date to allow for scheduling. Copy Trainer's supervisor on the request.
 - b. Once a date, time and location is confirmed with the TRAINER:
 - i. Create an Outlook Appointment;
 - ii. Reserve a training location and equipment (if applicable)
 - iii. Printing materials or request assistant from a designee such as office support staff.
 - c. Provide a sign-in sheet to Trainer via email or hardcopy prior to the training.

Trainer

- 6.2.2. Respond to requests from the Training Coordinator within four (4) days and provide availability information.
- 6.2.3. Prior to the classroom course, review training materials located on the Training SharePoint Site.
 - a. Make updates to the current training materials based on new procedures, regulations, or training style. Confer with the Training Coordinator and/or Supervisor as needed.

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- b. If major, such as removing or adding directions, changes are made, save a new copy of the training and send the updated training material for review to at least one supervisor and one agricultural consultant.
- 6.2.4. Send printing and equipment needs to the training coordinator at least two (2) business days prior to the course.
- 6.2.5. Complete the training on the scheduled date.
- 6.2.6. Provide sign-in sheet and course evaluation surveys from the classroom training to the Training Coordinator after the training.
- 6.2.7. Complete review of any assignments or exams and provide completed documents to the Training Coordinator to be scanned in the LMS or SharePoint.
- 6.2.8. Notify the Training Coordinator as soon as possible if the training date or time needs to change.
- 6.2.9. Provide feedback to the Training Coordinator on successes and opportunities for improvement of training courses.

Trainee

- 6.2.10. Complete required prerequisites prior to the course.
- 6.2.11. Attend the classroom training assigned.
 - a. Be on time to the course. Contact the Trainer and Training Coordinator if late or unable to attend the course because of unforeseen circumstances.
 - b. Participate in all activities, assessments, and evaluations.
 - c. Ask relevant questions.
- 6.2.12. After the training, complete any follow-up inspections or activities.
- 6.2.13. Apply classroom training to inspection work and submit any follow-up questions to the Trainer or Supervisor.

Supervisor

- 6.2.14. Review training topics with Trainee at check-ins and provide any additional information on the topics.

6.3. FDA Classroom Training

Supervisor

- 6.3.1. Review and update the FDA Training Priority List at least annually or as needed with the Training Coordinator.

Training Coordinator

- 6.3.2. Review and update the FDA Training Priority List at least annually or as needed with the Food Supervisors.

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- 6.3.3. Send the FDA course description, registration forms, and travel estimate forms to assigned trainees within five working days from the date the information is received from the FDA.
- 6.3.4. Provide directions for completing the forms and answer questions as required.
- 6.3.5. Review registration form (Appendix A) and travel estimate excel spreadsheet prior to sending it to the FDA. Combine all attendees travel estimates into one spreadsheet with a tab for each trainee.
- 6.3.6. Submit travel estimate, course announcement, justification, and funding string to the assigned support staff person to complete MDA travel and training paperwork.
- 6.3.7. Assign required ORAU training (if applicable).
- 6.3.8. Verify Trainee has completed prerequisite training prior to the course and send the information to the FDA.

Trainee

- 6.3.9. Complete all paperwork including the registration form (Appendix A) and travel estimate excel spreadsheet by the due date provided by the Training Coordinator. Refer to *Appendix A – Instructions for Completing FDA Paperwork*.
- 6.3.10. Inform the Training Coordinator if prerequisites are not complete.
- 6.3.11. 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. Submit an updated registration form to the instructor with all completed prerequisites.
- 6.3.12. Refer to section 6.2.1.a. of this SOP for directions regarding certificates.
- 6.3.13. Contact the Training Coordinator and Supervisor if unable to attend the training due to unforeseen circumstances.

6.4. Other External/Non-FDA Classroom Training

Training Coordinator

- 6.4.1. Consult with Supervisors to identify yearly classroom training needs outside of FDA Conducted training.
- 6.4.2. Provide training opportunities to staff based on program needs, trainee areas of interest, training funds, and availability. Examples of training are below:
 - a. Employee Development courses such as Enterprise Learning and Development (ELD) courses provided by Minnesota Management and Budget
 - b. SharePoint and Microsoft Product Training provided by the Science Museum or other entity

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- c. Training courses host by the Minnesota Food Safety and Defense Task Force or Food Safety Partnership
 - d. Training courses hosted by university extension programs
- 6.4.3. Identify appropriate training and staff attendance in consultation with supervisors.
- 6.4.4. Provide designated support staff with course description, cost, etc. to complete appropriate MDA forms.

Supervisor

- 6.4.5. Advise Training Coordinator on training needs and courses based on staff requests or opportunities for improvement noted during performance reviews.
- 6.4.6. Identify staff that should attend each course announced based on identified needs/training gaps, requests, and seat availability. Work with other Supervisors if there are limited seating and involve the Program Manager as needed.

Trainee

- 6.4.7. Communicate training needs to Supervisor and Training Coordinator.
- 6.4.8. Respond to all interest requests.
- 6.4.9. Attend all assigned training and follow directions in section 6.2.1.a. regarding training documentation.

6.5. Online Training – External and Internal

Training Coordinator

- 6.5.1. Assign all new or newly assigned Trainees Basic Online Training based on the current *Food Inspector Training Plan*.
- 6.5.2. Set up ORAU accounts in the FDAORAUSTATES database. Do not assign a specific due date unless required as a prerequisite for other courses.
- 6.5.3. Verify all Basic online training is completed prior to official training approval.
- 6.5.4. 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

- 6.5.5. Complete assigned online training by the specified due date (if applicable) and notify Training Coordinator and Supervisor if requested.
- 6.5.6. BASIC TRAINING: Complete all basic online training during office hours between field or classroom training.
- a. Notify Supervisor and Training Coordinator when all Basic ORAU training is complete.

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- b. Upload ICS certificates to Absorb once complete and notify Training Coordinator for approval.

Supervisor

- 6.5.7. Verify new or newly assigned Trainees are completing online courses assigned on ORAU, Absorb, and ICS during check-ins and report requests to the Training Coordinator.

6.6. Training Approval

Training Coordinator

- 6.6.1. Verify all classroom and online training is complete prior to conducting independent inspections for each TYPE OF INSPECTION.
- 6.6.2. Complete an Individual Training Record using ORAU, Absorb, and SharePoint on an annual basis, when an inspector has completed all training for each type of inspection, or as requested.
- 6.6.3. Provide this information to the Supervisor annually, prior to final independent inspection approval of each TYPE OF INSPECTION, or as requested. Supervisors may use this information for review or promotion purposes.

Supervisor

- 6.6.4. Review Individual Training Record on an annual basis, prior to independent approval of each TYPE OF INSPECTION, or prior to an employee review or promotion.
- 6.6.5. Contact the Training Coordinator if there seem to be any discrepancies.

6.7. Continuing Education

Inspectors

- 6.7.1. Participate in 20 contact hours, as defined in *Appendix B – Description of Contact Hours*, of continuing education related to retail food within 36 months. This period starts from the implementation of this procedure or approval to conduct independent retail inspections.
- 6.7.2. Log hours and joint inspections in SharePoint.

Training Coordinator

- 6.7.3. Verify staff are entering joint inspections and continuing education.
- 6.7.4. 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.
- 6.7.5. Identify inspectors that will require joint inspections and continuing education hours to meet the required hours and joint inspections by the end of the year and coordinate with the inspector and supervisor to scheduling the training.

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Supervisor

- 6.7.6. Review continuing education records provided by the Training Coordinator on an annual basis.
- 6.7.7. Coordinate with the Training Coordinator and Inspectors that need continuing education hours or joint inspections.
- 6.7.8. Remind staff to enter continuing education hours and joint inspections in SharePoint.

6.8. Waivers

Training Coordinator and Supervisor

- 6.8.1. Complete training waivers for Basic Training (Classroom, Online, and Field) and Specialized Joint Inspections for staff that were hired before September 2012.
- 6.8.2. Do not use training waivers for continuing education or Specialized FDA Classroom training.
- 6.8.3. File all signed waivers in the personal training file on Absorb and the records file on SharePoint.

7. RELATED DOCUMENTS (includes References, Attachments)

Appendix A – Instructions for Completing FDA Paperwork

Appendix B – Description of Contact Hours

Food Inspector Training Plan

FOOD.20.04 – Retail Field Training SOP

FOOD.20.07 – Training Assignments and Records-Manufactured Foods SOP

8. EQUIPMENT/MATERIALS NEEDED

Learning Management System

SharePoint

9. SAFETY

N/A

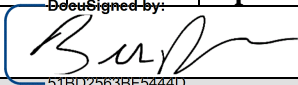
10. CIRCULATION

This policy will be circulated to the following groups: Retail Food Program Supervisors, Retail Food Program Management, Retail Food Inspectors, Compliance Unit, RTO Unit, BQM Unit, and the Training Coordinator. The current version will be stored electronically on the FFSD document control site.

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11. APPROVAL/DOCUMENT HISTORY

Document History		
Version #	Status (I, R)	Change History
1	I	Initial Policy Drafting.
1.1	R	Minor updates to remove manufactured food program staff from the procedure as training assignments and records for the program has moved to FOOD.20.07-Training Assignments and Records-Manufactured Food SOP. Updated division name to Food and Feed Safety Division (FFSD).
DocuSigned by: 		1/9/2017
Approved By:		Date
Approved By:		Date

I = Initial document; R = Revised document

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Appendix A: Instructions for Completing FDA Training Paperwork

1. Complete all information on Appendix A related to State Agencies.
 - a. Only fill in information relevant to State Agencies.
 - c. Complete all dates required for prerequisites by using data in ORAU, LMS (Absorb), or certificates.
 - d. If a prerequisite is not complete, write “Will be completed by xx/xx/xxx”
2. Travel Estimates
 - a. Fill out a line for each day and include:
 - i. Date
 - ii. Hotel rate (from the course announcement)
 - iii. Tax (call the hotel for this information)
 - iv. Per Diem (use appropriate union contract meal amounts)
 - b. Sum each travel date row and sum all rows for an estimated total.
 - c. Commercial Air Carrier:
 - i. Select the most cost effective flight – time and price. Add about \$200 to that price as a buffer.
 - d. Parking at the Airport: select the most cost effective parking location. The Training Coordinator will provide a recommendation. If staff drive together, they may park at a more expensive lot than recommended but it must be cheaper overall.
 - e. Use shuttles to and from the airport to the hotel unless traveling in a group and a taxi is cheaper.
 - f. Include checked baggage in Other.
 - g. DO NOT include instate travel or hotel unless the Training Coordinator informs you to include these expenses.

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Appendix B: Description of Contact Hours

The candidate qualifies for one contact hour of continuing education for each clock hour of participation in any of the following nine activities that are related specifically to food safety or food inspectional work:

1. Attendance at FDA Regional seminars / technical conferences;
2. Professional symposiums / college courses;
3. Food-related training provided by government agencies (e.g., USDA, State, local);
4. Food safety related conferences and workshops; and
5. Distance learning opportunities that pertain to food safety, such as:
 - WEB based or online training courses (e.g., additional food safety courses offered though ORA U, industry associations, universities); and
 - Satellite Broadcasts.

A maximum of ten (10) contact hours may be accrued from the following activities:

6. Delivering presentations at professional conferences;
7. Providing classroom and/or field training to newly hired FSIOs, or being a course instructor in food safety; or
8. Publishing an original article in a peer-reviewed professional or trade association journal/periodical.

Contact hours for a specified presentation, course, or training activity will be recognized only one time within a 3-year continuing education period.

NOTE: Time needed to prepare an original presentation, course, or article may be included as part of the continuing education hours. If the FSIO delivers a presentation or course that has been previously prepared, only the actual time of the presentation may be considered for continuing education credit.

A maximum of four (4) contact hours may be accrued for:

9. Reading technical publications related to food safety approved by Food Supervisor or Food Program Manager.