

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 1 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

Table of Contents

1. PURPOSE
2. SCOPE
3. BACKGROUND
4. RESPONSIBILITY
5. DEFINITIONS
6. PROCEDURES
7. RELATED DOCUMENTS (includes References, Attachments)
8. EQUIPMENT/MATERIALS NEEDED
9. SAFETY
10. CIRCULATION
11. APPROVAL/DOCUMENT HISTORY

1. PURPOSE

The purpose of this procedure is to define the coordination, completion, submission, and review of joint training inspections (JTI) and evaluations of newly hired or assigned Food Inspectors, further referred to as Trainee, whom will conduct Retail Food Inspections.

2. SCOPE

This procedure applies to joint training inspections and evaluations for the Retail Food Program within the Food and Feed Safety Division (FFSD) of the Minnesota Department of Agriculture (MDA).

3. BACKGROUND

Standard 2 of the Voluntary National Retail Food Regulatory Program Standards (VNRFRPS) defines the minimum number of Joint Inspections and Field Evaluations needed to meet the basic training requirements. The RFRPS state that inspectors must complete 25 Joint Inspections (an inspector may complete less than 25 Joint Inspections as long as they can demonstrate the required performance elements and there is written documentation of the exception) along with 25 Independent Inspections (an inspector may complete less than 25 Independent Inspections if approved and written documentation is provided) before being standardized.

4. RESPONSIBILITY

Retail Food Program Manager: The Retail Food Program Manager will assist in the determination of Food Inspection Trainee's Joint Training Inspection Plan and will sign off on the Training Affidavit and Training Approval forms.

Retail Food Inspection Trainee: The Retail Food Inspection Trainee will complete joint training inspections (as assigned); communicate with the Trainer, Training Coordinator, and Supervisor; update SharePoint list information as needed; complete evaluations when needed; initiate a Training Affidavit when required; and conduct independent inspections (as assigned).

Training Coordinator (TC)/Training and Standards Administrator (TSA): The TC/TSA will schedule joint inspections, retrieve inspection reports from USA Food Safety (USAFS), track inspections in SharePoint, and follow procedures listed in this SOP and associated documents.

Retail Food Supervisor: The Retail Food Supervisor will determine if an inspector meets the definition of an EXPERIENCED FOOD INSPECTION TRAINEE; will verify that staff members have completed Joint and Independent Inspections required; review and sign Training Affidavits as required; review inspection

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 2 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

reports; review evaluation forms and provide timely feedback to Trainees and Trainers as needed; and initiate and sign Training Approval Forms.

Food Inspection Trainer: The Retail Food Inspection Trainer will respond to emails regarding joint training inspections; provide/update information about locations for joint training inspections as needed; conduct assigned joint training inspections; complete Trainee evaluation forms; and provide information on Training Affidavits as needed.

5. DEFINITIONS

Basic Food Inspection Trainer (Trainer): A Basic Food Inspection Trainer is a food inspector or supervisor who has completed basic training or received a waiver from training and is designated by the Retail Food Program to conduct training and/or evaluation inspections. A Trainer must also have successfully completed all training elements (steps 1-3) of Standard 2, of VNRFRPS.

Food Inspection Trainee (Trainee): A Food Inspection Trainee is a food inspector who has less than 2 years of retail food inspection experience enforcing the MN Food Code and whom is new or newly assigned to the Retail Food Program.

Experienced Food Inspection (Trainee): An Experienced Food Inspection Trainee is a food inspector who has at least 2 years of retail food inspection experience enforcing the MN Food Code and whom is new or newly assigned to the Retail Food Program.

6. PROCEDURES

6.1. Determine Joint Training Inspection Plan

Supervisor

6.1.1. Determine if the inspector will be following the Joint Training Inspection (JTI) schedule as outlined in *Appendix A: Retail Joint Training Inspection Expectations and Responsibilities* or *Appendix E: Retail Joint Training Inspection Expectations and Responsibilities for Experienced Inspectors* based upon previous work experience in coordination with the Trainee, TC, and the Retail Food Program Manager. This determination will be made within two (2) weeks of hire.

Trainee

6.1.2. Complete the Training Affidavit located on SharePoint following *FOOD.WI.20.01 - Training Affidavit WI* if a trainee will be considered an EXPERIENCED FOOD INSPECTION TRAINEE and use *Appendix E*.

6.2. Field Training Scheduling

TC/TSA

6.2.1. Schedule basic joint inspections and evaluations for TRAINEES according to parameters established in Table 1 using the SharePoint list:

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 3 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

| Type of Inspection | Minimum Number of JTIs (unless otherwise approved) | Successful Evaluations ¹ | Timeframe ² | Notes |
|--|--|-------------------------------------|--------------------------------|---|
| Routine Retail (High or Medium Risk Firms) | 25 | 2 | Within 6 months of start date | At least 1 JTI near JTI #10 and at the end of field training should be scheduled with the Trainee's Supervisor. |
| Routine Retail (High or Medium Risk Firms) – Experienced Trainee | 10 | 2 | Within 6 months of start date | At least 1 JTI at the end of field training should be scheduled with the Trainee's Supervisor. |
| Food Sampling | 1 | N/A | Within 12 months of start date | May also be scheduled by the Inspector or Supervisor but the Training Coordinator must be notified. |
| Licensing | 2 | N/A | Within 6 months of start date | May also be scheduled by the Inspector or Supervisor but the Training Coordinator must be notified. |
| Retail HACCP | 1 | 1 | Within 18 months of start date | May also be scheduled by the Inspector or Supervisor but the Training Coordinator must be notified. |
| Reinspection/ Follow-up inspection | 1 | N/A | Within 18 months of start date | May also be scheduled by the Inspector or Supervisor but the Training Coordinator must be notified. |
| Plan Review | 1 | N/A | Within 18 months of start date | May also be scheduled by the Inspector or Supervisor but the Training Coordinator must be notified. |
| Vending Machines | 1 | N/A | Within 12 months of start date | May also be scheduled by the Inspector or Supervisor but the Training Coordinator must be notified. |
| Retail Mobile | 1 | N/A | Within 12 months of start date | May also be scheduled by the Inspector or Supervisor but the Training Coordinator must be notified. |

Table 1: Basic Field Training

¹ TC/TSA should consult with Trainee's Supervisor before scheduling Evaluations.

² Timeframe is an estimate and may be extended, not past 18 months, due to resource issues or other extenuating circumstances.

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 4 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

6.2.2. Complete the following information in the SharePoint form:

- a. **Inspection Number** – pick the training number or select the type of inspection such as evaluation or licensing based on previously completed or scheduled inspection. Update number as necessary.
- b. **Inspection Type** - Select a variety of facilities for each trainee throughout the required joint inspections to allow for a broad range of experiences (include complex facilities that may require two-day inspections as possible). Check all relevant types that apply to the firm.
- c. **Trainee Name** – System Generated
- d. **Trainee’s Supervisor Name** – System Generated
- e. **Trainer’s Name** – System Generated
 - a. Base the selection of the trainer on the list of designated trainers for each level of inspection, as described in *Appendix A* and *E* created by the Training Coordinator, Food Program Supervisors, and Food Program Manager. Also try to schedule a joint inspection with the supervisor at the end of the training and one evaluation based on availability.
- f. **Trainer’s Supervisor** – System Generated
- g. **Establishment Name and Facility ID** - if preselected. Otherwise, this section is completed by the Trainer based on type of firm and territory.
- h. **City** - if preselected. Otherwise, this section is completed by the Trainer based on type of firm and territory.
- i. **Risk Category** – Select a variety of high or medium risk facilities for routine joint training inspections and evaluations. Joint Licensing, Sampling, and Reinspection/Follow-up Inspections may be at low risk facilities. Refer to *FOOD.30.16 – Retail Risk Category SOP* for risk category designations.
- j. **Trainee as lead** – Identify if the trainee is the inspection lead based on *Appendix A Retail Joint Training Inspection Expectations and Responsibilities* and *Appendix E Retail Joint Training Inspection Expectations and Responsibilities for Experienced Inspectors*.
- k. **# of Days** – To be entered by the Trainer.
- l. **Date of Inspection** - Base start date selection on trainer’s and trainee’s schedules including training, workload, vacations, and supervisor discretion. Assume large retail inspections may take more than one (1) day.
- m. **Facility ID**: If preselected
- n. **Comments** - Provide any additional information about the inspection such as other dates available, additional requirements, or options to change the location.

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 5 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

Trainer/Supervisor

- 6.2.3. Review and respond to the joint training inspections and evaluations work assignment notification from SharePoint within two (2) business days.
- 6.2.4. Follow directions within the notification to update the JTI information. Add or update firm type, name, city, date, and number of days to complete inspection if needed. Provide comments regarding any updates.
 - a. If there is not a firm in the trainer's or trainee's territory, notify the Training Coordinator by email to find a facility in another inspector's territory.
 - b. Once information is updated, change the status of the JTI to "Pending review of Firm by TC" and save.
- 6.2.5. Respond to Trainee's email regarding meeting location and time within two (2) business days.
 - a. Set up a meeting location and time at least three (3) days prior to the inspection to allow trainee time to schedule travel and lodging when time allows.
- 6.2.6. Identify time on personal outlook calendar to complete evaluation within two business days of the end of the inspection.

TC/ TSA

- 6.2.7. Review all updates and additions made by the Trainer. Respond by email if changes are still needed and update the status to "Inspection rejected by TC – Pending revision by Trainer"
- 6.2.8. Once final location and date are confirmed, update the status to "Inspection approved by TC – Pending upload of report by Trainee". An email will be sent to both the Trainee and Trainer regarding the confirmed inspection.

Trainee

- 6.2.9. Notify TC if there are any issues with the assigned inspection.
- 6.2.10. Contact the assigned Trainer at least one (1) week prior to the scheduled inspection via email regarding meeting time and location when time allows.
- 6.2.11. Identify time on personal outlook calendar to complete evaluation within two (2) business days of the end of the inspection.

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 6 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

6.3. Inspections

Trainee and Trainer

6.3.1. Review and use the following applicable documents listed in Table 2 and Table 3:

Table 2: Forms and Instructions for Trainers

| Type | Evaluation Form and Instructions |
|---|---|
| Routine Retail Joint Inspection 1-5 – Optional (refer to Appendix A or E for further information) | <ul style="list-style-type: none"> • JTI Evaluation of Trainee – Short Form • Appendix A – Retail Joint Training Inspection Expectations and Responsibilities • Appendix E – Retail Joint Training Inspection Expectations and Responsibilities For Experienced Inspectors |
| Routine Retail Joint Inspection 6-20 | <ul style="list-style-type: none"> • JTI Evaluation of Trainee –Short Form (or Long Form as described in the applicable Appendix) • Appendix A – Retail Joint Training Inspection Expectations and Responsibilities • Appendix E – Retail Joint Training Inspection Expectations and Responsibilities For Experienced Inspectors |
| Routine Retail Joint Inspection 21 and above and Evaluations | <ul style="list-style-type: none"> • JTI Evaluation of Trainee – Long Form • Appendix A – Retail Joint Training Inspection Expectations and Responsibilities • Appendix E – Retail Joint Training Inspection Expectations and Responsibilities For Experienced Inspectors |
| Retail HACCP Joint and Evaluation | <ul style="list-style-type: none"> • Retail HACCP Evaluation Form • Retail HACCP Verification Worksheet and Retail HACCP Verification Summary to be used as training tools |

Table 3: Forms and Instructions for Trainees

| Type | Evaluation Form and Instructions |
|--|---|
| Routine Retail Joint Inspection 1-25 and Retail HACCP Joint Inspection | <ul style="list-style-type: none"> • JTI Evaluation of Trainer (except if supervisor) • Appendix A – Retail Joint Training Inspection Expectations and Responsibilities • Appendix E – Retail Joint Training Inspection Expectations and Responsibilities For Experienced Inspectors • Retail HACCP Verification Worksheet and Retail HACCP Verification Summary to be used as training tools |

6.3.2. Complete the inspection at the assigned facility on the date(s) scheduled. Both Trainer and Trainee need to be present for the entire inspection, report writing, and exit interview. If

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 7 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

there is a scheduling issue that may not allow the Trainee to be present for a portion of the inspection, contact the TC and Supervisor to discuss options.

6.3.3. For routine Retail Joint Inspections, follow the requirements outlined in *Appendix A or E* (as assigned) based on the inspection number and type.

6.3.4. If any issues arise that may prohibit the inspection being completed due to out of business, trainer or trainee illness, or other circumstances, email the TC and Supervisor as soon as possible to identify a make-up inspection date or firm.

6.4. Record Review and Approval

Trainee

6.4.1. After the inspection is completed, review the inspection information in SharePoint (as referenced Section 6.2.2), and update if required.

6.4.2. Enter the Inspection ID number(s) related to the training inspection, hours to complete inspection and update the status to “Pending review of report by TC” within two (2) business days after the inspection.

TC/ TSA

6.4.3. Within three (3) business days of receiving the completion notification from the inspector, review inspection information including date, location, and inspection report. Update any inspection information in SharePoint as required.

6.4.4. Verify that a full inspection was completed based on the following:

- a. the trainee attended the entire inspection, and
- b. there is a comment in the inspection report regarding the trainee’s presence at the inspections, and
- c. the trainee’s signature is present on the inspection report.
 - i. Contact the trainee’s supervisor if there are any concerns about the inspection. If there is no signature OR comment, a training affidavit must be completed per *FOOD.WI.20.01 – Training Affidavit WI*.

6.4.5. Update the joint inspection status based on review of the information. If approved, update the status to “Report approved by TC – Pending review by Supervisor”. The inspection will be sent to the Inspector’s Supervisor for review and final approval. If denied, update the status to “Report rejected by TC – New inspection required”, and the inspection report will not count toward the total number of training inspections required. Contact the supervisor prior to denial to discuss and determine that the missing information would prevent the inspection from being counted in the total number of training inspections.

Supervisor

6.4.6. Within five (5) business days of receiving the completion notification from SharePoint, review inspection information and inspection report.

6.4.7. Provide specific feedback via email regarding the report such as well written orders, missing information, or room for improvement. Refer to *FOOD.30.05 – Inspection Report SOP*.

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 8 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

6.4.8. If the trainee or trainer is not documented on the report, either via signature or in the comment section, create an affidavit for the joint inspection using *FOOD.WI.20.01 – Training Affidavit WI*.

6.4.9. Approve or deny the joint inspection based on review of the information. If approved, update the status to “Report approved by Supervisor – Complete” and the inspection will be counted toward the total number of training inspections required. If denied, update the status to “Report rejected by Supervisor – New inspection required” and the inspection report will not count toward the total number of training inspections required.

6.5. Evaluation Forms

Trainer

6.5.1. Complete the appropriate Trainee Evaluation and email a PDF of the evaluation to the TC and TSA within two (2) business days. Refer to Table 2.

Trainee

6.5.2. Optional: Complete the appropriate Trainer Evaluation and email a PDF of the evaluation to the TC within two (2) business days for applicable joint inspections except if a supervisor is acting as the trainer. Refer to Table 3.

TC/ TSA

6.5.3. Review trainer and trainee evaluations within five (5) business days after receiving the email.

6.5.4. Verify the correct form was used based on the time period of inspections and all questions were answered and comments were completed (as required). If any information is missing or the incorrect form was used, return to the sender and request an update.

6.5.5. Upload all complete and correct evaluations to SharePoint. SharePoint will notify the supervisor that the evaluation has been added.

Supervisor

6.5.6. Within five (5) days of notification, review all trainee and trainer evaluations. Identify strengths and opportunities for improvement.

6.5.7. Provide feedback to trainees, based on evaluations, on a regular basis throughout their training period regarding the evaluations. This can be done via email, phone, or meeting depending on evaluation results.

6.5.8. Provide feedback to trainers, based on the evaluations, as needed through email, phone, or meetings. Trainer feedback may also be given at annual reviews.

6.6. Reduction or Addition in Joint Training Inspections

Supervisor

6.6.1. Determine if a trainee may conduct a reduced number of JTIs if the Trainee is receiving high marks on evaluations consistently and trainers are assessing the trainee at a higher level. This determination will be made in consultation with the Trainee, TC, and Retail Food Program Manager.

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 9 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

- 6.6.2. Complete or update an existing Training Affidavit if a FOOD INSPECTION TRAINEE has been approved to complete a reduced number of JTIs.
- 6.6.3. Assess if the trainee will require additional JTIs if the trainee is receiving low marks on evaluations and trainers are concerned with the performance in the field. This determination will be made in consultation with the Trainee, TC, and the Retail Food Program Manager.
- a. Create a Corrective Action Plan including additional JTIs and training required.
 - b. For staff previously identified as experienced and using Appendix E, update the previously filed Training Affidavit if an EXPERIENCED FOOD INSPECTION TRAINEE requires or requests additional joint inspections.

6.7 Training Approvals

Supervisor

- 6.7.1 Routine Inspections: Complete an approval form for the trainee when the routine inspections are complete and the evaluations are acceptable.
- a. Refer to *Training Approval Form - Template*
 - b. Add all types listed on Table 1 that have also been completed.
 - c. Verify all required classroom courses and online training is complete in coordination with the TC.
 - d. Describe all joint training inspections, evaluations, previous relevant inspection experience, and documentation of prior training if applicable.
- 6.7.2 Other Inspection Types (Table 1): complete a training approval form once the JTIs and evaluations are completed.
- a. Refer to *Training Approval Form – Template*.
 - b. Multiple inspection types may be listed.
 - c. Note all joint training inspections, evaluation, previous relevant inspection experience and documentation of prior training (if applicable) on the approval form.
- 6.7.3 Submit to Trainee for signature and provide signed training approval form to the TC prior to the inspector conducting independent inspections for the specific type.

Trainee

- 6.7.4 Review and sign training approval form.

TC

- 6.7.5 Review training approval form. Verify all records are complete and all required online, classroom, and JTIs have been completed and records are provided.
- 6.7.6 Sign and date, and provide the form to the Retail Food Program Manager for approval.
- 6.7.7 Once all signatures are present on the training approval form, upload all final training approval form to Absorb, add the completion dates, and send out notification to Trainee, Supervisor, and Retail Food Program Manager.

Food Program Manager

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

| | |
|---|-----------------------------|
| Document FOOD.20.04 | Page 10 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

6.7.8 Review training approval form, sign and date, and return to the TC.

6.8 Independent Inspections

Supervisor

6.8.1. Determine if the inspector will be performing less than 25 Independent Inspections based upon performance evaluations, feedback from Trainers, and previous work experience. This determination will be made in coordination with the Trainee, TC, and the Retail Food Program Manager. This determination will be made prior to conducting independent inspections.

Trainee

6.8.2 Complete the Training Affidavit located on SharePoint following *FOOD.WI.20.01 - Training Affidavit WI* if a trainee will be conducting less than 25 independent inspections.

6.8.3 Conduct the following independent inspections once final training approval and training affidavit (if applicable) forms are received using the table below:

Table 5. Independent Inspections

| Type | Number | Timeline |
|--|--|--|
| Independent Routine Retail Inspection – High or Medium | 25 (less than 25 may be conducted if approved) | Within 18 months of hire or assignment to retail inspections |

TC/ TSA

6.8.4 Pull monthly report from USAFS indicating Independent Inspections completed for each Trainee.

6.8.5 Once report is complete, upload into Absorb.

Supervisor

6.8.6 Review independent inspections in USAFS. Approve the independent inspection report or return for review based on the completeness of the report. Any inspections that are rejected will need to be made up by the inspector with a new inspection. More independent inspections may need to be assigned based on issues noticed during report review process.

6.8.7 Notify TC when all Independent Inspections are complete or if the inspector will be unable to meet the timelines in Table 4.

7. RELATED DOCUMENTS (includes References, Attachments)

Appendix A – Retail Joint Training Inspection Expectations and Responsibilities

Appendix E – Retail Joint Training Inspection Expectations and Responsibilities for Experienced Inspectors

Retail HACCP Evaluation Form

Retail HACCP Verification Worksheet

Retail HACCP Verification Summary

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

| | |
|---|----------------------------|
| Document FOOD.20.04 | Page 11 of 11 |
| Version #: 1.2 | Effective Date: 04/11/2017 |
| Title: Retail Field Training SOP | |

JTI Evaluation of Trainee- Short Form

JTI Evaluation of Trainee – Long Form

JTI Evaluation of Trainer

Training Approval Form – Template

Training Affidavit (on SharePoint)

FOOD.WI.20.01 – Training Affidavit WI

FOOD.30.05 – Inspection Report SOP

8. EQUIPMENT/MATERIALS NEEDED

SharePoint

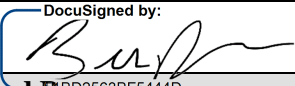
9. SAFETY

N/A

10. CIRCULATION

This policy will be circulated to the following groups: Retail Food Inspection Staff, Retail Food Program Supervisors, Retail Food Program Management, Training Coordinator, and the Training and Standards Administrator. The current version will be stored electronically on the FFSD document control site.

11. APPROVAL/DOCUMENT HISTORY

| Document History | | |
|---|---------------|--|
| Version # | Status (I, R) | Change History |
| 1 | I | Initial Policy Drafting. |
| 1.1 | R | Minor update to Table 1 to include JTI experience with supervisor near JTI #10. Minor update to Tables 2 and 3 to include Retail HACCP Verification Worksheet and HACCP Summary forms to be used as training tools. |
| 1.2 | R | Updates made to the Trainer, Trainee, TC/TSA and Supervisor Roles in sections 6.2 and 6.4 to provide clarification on updating the JTI status information due to changes in SharePoint. |
| DocuSigned by:  | | 4/11/2017 |
| Approved By: <small>3414092F-AD0F-4361-8054-00D2563BF5444D...</small> | | Date |
| Approved By: | | Date |

I = Initial document; R = Revised document