

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

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Title: Training Assignments and Records-Manufactured Foods SOP	

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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 including classroom and field training, and entry and monitoring of continuing education.

2. SCOPE

This procedure applies to all MANUFACTURED FOOD PROGRAM TRAINING and includes instructions for MANUFACTURED FOOD PROGRAM STAFF. The procedure does not apply to the Retail Food Program or to audits. Specific field training requirements are found in *FOOD.20.05 – Manufactured Food Field Training SOP*.

3. 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 kept for a minimum of three years or per the divisions Data Retention Schedule.

4. RESPONSIBILITY

Manufactured Food Program Manager - The Manufactured Food Program Manager will designate Qualified Trainers, assist in advising the TC/TSA on courses to assign staff, 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 TC/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.

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

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Training Coordinator (TC) and Training Standards Administrator (TSA) – The Training Coordinator and Training Standards Administrator will create training courses in the LMS, assign and coordinate the facilitation of online and classroom training, perform training completion reviews, complete the FDA training needs survey with assistance from the Program Manager, manage all training records and ensure that all staff are trained in processes and procedures as applicable to their job responsibilities.

Manufactured Food Inspector/Trainee – The Manufactured Food Inspector/Trainee will provide training records such as certificates, assessments, etc. and upload training records per the procedure.

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

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, Advanced, and Continuing Education, as defined by the MFRPS and the Food Program's *Food Inspector Training Plan*. The training includes classroom training provided by MDA or external sources, online 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 start date for the 3-year continuing education period.

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

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Start Date: Date inspector is newly hired or reassigned into the Manufactured Food Program. Used as the start 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 Food Program has the following Types:

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

Advanced: Seafood HACCP, Juice HACCP, Acidified Foods, and Low Acid Canned Foods.

6. PROCEDURES

6.1. Training Coursework

6.1.1. All Basic Food Inspection Training coursework must be completed within 24 months of inspector START DATE with the Manufactured Food Program.

- a. Basic Food Inspection Training consist of coursework in the following subject areas:
 - i. Prevailing statutes, regulations, and ordinances
 - ii. Public health principles
 - iii. Emergency management
 - iv. Communication Skills
 - v. Microbiology
 - vi. Basics of HACCP
 - vii. Allergen management
 - viii. Basic food labeling
 - ix. Food defense awareness training
 - x. Sampling technique and preparation
 - xi. Traceback investigations
 - xii. Foodborne illness investigations

6.1.2 Advanced Food Inspection Training coursework specific to the type of specialized food inspections the inspector will be performing is required to be completed.

- a. Specialized food inspection course may include:
 - i. Acidified foods

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- ii. Low acid canned foods
- iii. Juice HACCP
- iv. Seafood HACCP
- v. Dietary Supplements GMP
- vi. Aseptic Processing

6.2 Course Creation and Assignment

Training Coordinator (TC)/Training Standards Administrator (TSA)

- 6.2.1 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.
- 6.2.2 Assign training to Manufactured Food Program Staff for each online and classroom course.
 - 6.2.2.1 ORAU – Set up food staff in FDAORAUSTATES (if not already) and create assignments.
 - 6.2.2.2 SOP Training – Assign through LMS to all food staff listed on the circulation list in the SOP except for approver.
 - 6.2.2.3 Classroom (Internal or External) – Assign through LMS.
 - 6.2.2.4 All Other Online (Internal or External) – Assign through LMS.
- 6.2.3 Provide due dates for each course.
 - 6.2.3.1 Allow 14 to 30 days, depending on availability and length of course, to complete online training including SOP training.
 - 6.2.3.2 Send follow-up emails to trainee and supervisor if courses are not completed.
 - 6.2.3.3 If courses are more than two (2) weeks overdue and there is not an extenuating circumstance, notify the program manager.

6.3 Internal Classroom Training

TC/TSA

- 6.3.1 Schedule basic, advanced and continuing education training based on the current training plan and supervisor/program manager advisement.
 - 6.3.1.1 Contact the QUALIFIED 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.
 - 6.3.1.2 Once a date, time and location is confirmed with the QUALIFIED TRAINER:
 - 6.3.1.2.1 Create an Outlook Appointment;
 - 6.3.1.2.2 Reserve a training location and equipment (if applicable)

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6.3.1.2.3 Print training materials (PowerPoint, handouts, course evaluations, etc.)

6.3.1.3 Provide a sign-in sheet to Trainer via email or hardcopy prior to the training.

Trainer

6.3.2 Respond to requests from the Training Coordinator within two (2) days and provide availability information.

6.3.3 Prior to the classroom course, review training materials located on the Training SharePoint Site.

6.3.3.1 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.

6.3.3.2 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 prior to delivery.

6.3.4 Send printing and equipment needs to the Training Coordinator and Training Standards Administrator at least four (4) business days prior to the course.

6.3.5 Complete the training on the scheduled date.

6.3.6 Provide sign-in sheet and any required course evaluation surveys from the classroom training to the Training Coordinator and Training Standards Administrator after the training.

6.3.7 Complete review of any assignments or exams and provide completed documents to the Training Coordinator and Training Standards Administrator to be uploaded to the LMS or SharePoint.

6.3.8 Notify the Training Coordinator, Training Standards Administrator and Supervisor as soon as possible if the training date or time needs to change due to extenuating circumstances.

6.3.9 Provide feedback to the Training Coordinator and Training Standards Administrator on successes and opportunities for improvement of training courses.

Trainee

6.3.10 Complete required prerequisites prior to the course.

6.3.11 Attend the classroom training assigned.

6.3.11.1 Be on time to the course. Contact the Trainer and Training Coordinator/Training Standards Administrator if late or unable to attend the course because of unforeseen circumstances.

6.3.11.2 Participate in all activities, assessments, and evaluations.

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6.3.11.3 Ask relevant questions.

6.3.12 After the training, complete any follow-up inspections or activities.

6.3.13 Apply classroom training to inspection work and submit any follow-up questions to the Trainer or Supervisor.

Supervisor

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

6.4 FDA Classroom Training

Program Manager/Supervisor

6.4.1 Review and update the FDA training needs survey and pre-registration workbook at least annually or as needed with the Training Coordinator.

Training Coordinator

6.4.2 Review, update, and complete the FDA training needs survey and pre-registration workbook at least annually or as needed with the Supervisors/Program Manager.

6.4.3 Send the FDA course 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.

6.4.4 Gather information from Inspectors/Trainees as necessary to complete the forms (special needs, emergency contact information).

6.4.5 Complete registration form 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.

6.4.6 Submit travel estimate, course announcement, justification, and funding string to the assigned support staff person for signature routing.

6.4.7 Schedule prerequisite field inspections to take place prior to the course, refer to *FOOD.20.05 – Manufactured Food Field Training SOP* and assign required ORAU training (if applicable).

6.4.8 Verify Trainee has completed prerequisite training prior to the course and send the information to the FDA.

Trainee

6.4.9 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 Training Coordinator with all completed prerequisites.

6.4.9.1 Inform the Training Coordinator if prerequisites are not complete.

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6.4.10 Refer to section 6.7.2 of this SOP for directions regarding certificates.

6.4.11 Contact the Training Coordinator and Supervisor if unable to attend the training due to unforeseen circumstances.

6.5 Other External/Non-FDA Classroom Training

Training Coordinator

6.5.1 Consult with Supervisors to identify yearly classroom training needs outside of FDA Conducted training.

6.5.2 Provide training opportunities to staff based on program needs, trainee areas of interest, training funds, and availability. Examples of training are below:

6.5.2.1 Employee Development courses such as Enterprise Learning and Development (ELD) courses provided by Minnesota Management and Budget

6.5.2.2 SharePoint and Microsoft Product Training provided by the Science Museum or other entity

6.5.2.3 Training courses host by the Minnesota Food Safety and Defense Task Force or Food Safety Partnership

6.5.2.4 Training courses hosted by university extension programs

6.5.3 Identify appropriate training and staff attendance in consultation with Supervisors.

6.5.4 Provide completed MDA forms and course description, registration form, agenda, etc. to the designated support staff person for signature routing. .

Supervisor

6.5.5 Advise Training Coordinator on training needs and courses based on staff requests or opportunities for improvement noted during performance reviews.

6.5.6 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

6.5.7 Communicate training needs to Supervisor and Training Coordinator.

6.5.8 Respond to all interest requests.

6.5.9 Attend all assigned training and follow directions in section 6.7.2 regarding training documentation.

6.6 Online Training – External and Internal

TC/TSA

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- 6.6.1 Assign all new or newly assigned Trainees Basic Online Training based on the current *Manufactured Food Inspector Training Plan*.
- 6.6.2 Set up ORAU accounts in the FDAORAUSTATES database. Do not assign a specific due date unless required as a prerequisite for other courses.
- 6.6.3 Verify all Basic online training is completed prior to official training approval.
- 6.6.4 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

- 6.6.5 Complete assigned online training by the specified due date (if applicable) and notify Training Coordinator and Supervisor if requested.
- 6.6.6 Basic Training: Complete all basic online training during office hours between field or classroom training.
 - 6.6.6.1 Notify Supervisor and Training Coordinator/Training Standards Administrator when all Basic ORAU training is complete.
 - 6.6.6.2 Upload ICS certificates to Absorb once complete and notify Training Coordinator/Training Standards Administrator for approval.

Supervisor

- 6.6.7 Verify new or newly assigned Trainees are completing online courses assigned on ORAU, Absorb, and ICS during check-ins and report approved requests (i.e.-due date extensions, etc.) to the Training Coordinator.

6.7 Training Records

Trainee

- 6.7.1 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.
- 6.7.2 Upload all TRAINING RECORDS to the Learning Management System within two (2) weeks of receiving a personal TRAINING RECORD as applicable.
 - 6.7.2.1 **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.
 - 6.7.2.2 **Online Certificates:** Upload certificates to the Learning Management System (LMS) as courses are completed except for individual U.S. FOOD and Drug Official (FDA) – Office of Regulatory Affairs University (ORAU) certificates (This record is stored in the FDA-ORAU database). If a course is not assigned

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and a certificate is received, contact the Training Coordinator to assign or create a course.

- 6.7.2.3 **Basic Joint Field Training:** Follow the directions in *FOOD.20.05 – Manufactured Field Training SOP*.
- 6.7.2.4 **Basic Independent Field Training:** Follow the directions in *FOOD.20.05 – Manufactured Field Training SOP*.
- 6.7.2.5 **Advanced Field Training (Seafood, Juice, Low Acid Canned Food (LACF), and Acidified Food (AF):** Follow the directions in *FOOD.20.05 – Manufactured Field Training SOP*.

TC/TSA

- 6.7.3 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.

6.8 Training Monitoring

TC/TSA

- 6.8.1 Review certificates uploaded and complete the course in the LMS for the individual.
- 6.8.2 Review training records for assignments not completed for each Manufactured Food staff person on a monthly basis and send notification regarding missing training records or incomplete assigned courses to supervisors and program manager for further follow-up.

Supervisor

- 6.8.3 Remind staff to complete training assignments and submit appropriate documentation such as certificates.
- 6.8.4 Review monthly reports received from the Training Coordinator and work with staff to complete missing training.

6.9 Corrective Actions

TC/TSA

- 6.9.1 Manufactured Food Program Staff will be allowed two attempts to pass an exam for courses that contain quizzes.
- 6.9.2 After two failed attempts, a training corrective action form will need to be initiated by the inspector's Supervisor. Notify inspectors' Supervisor when a training corrective action form is needed for any training deficiency identified.

Supervisor

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- 6.9.3 Complete and submit training corrective action forms as needed. Refer to *FOOD.WI.20.02 – Training Corrective Actions WI*.
- a. Examples of a deficiency that will require a corrective action may include, but are not limited to:
- i. Failure to pass an LMS exam after two attempts.
 - ii. Failure to pass a field evaluation.
 - iii. Failure to complete required basic training, advanced training, or continuing education as required by procedures.

6.10 Training Approval

Training Coordinator

- 6.10.1 Verify all classroom and online training is complete prior to conducting independent inspections for each TYPE OF INSPECTION.
- 6.10.2 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.
- 6.10.3 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

- 6.10.4 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.
- 6.10.5 Contact the Training Coordinator if there seem to be any discrepancies.

6.11 Continuing Education

Trainee

- 6.11.1 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.
- 6.11.1.1 The following activities related specifically to manufactured food safety or manufactured food inspection work may qualify for contact hours:
- 6.11.1.1.1 Attendance at national or regional seminars/technical conferences;
 - 6.11.1.1.2 Professional symposiums/college courses;
 - 6.11.1.1.3 Food-related training provided by government agencies;
 - 6.11.1.1.4 Food safety related conferences and workshops;
 - 6.11.1.1.5 Distance learning opportunities that pertain to food safety; or

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

6.11.1.2 Of the 20 contact hours of continuing education a maximum of 10 contact hours may be accrued from the following activities:

6.11.1.2.1 Delivering presentations at professional conferences

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

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

6.11.1.3 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.

6.11.2 Log hours in SharePoint.

6.11.3 Documentation must accompany each activity submitted for continuing education credit. Examples of acceptable documentation include:

6.11.3.1 Certificates of completion indicating course date(s) and number of hours attended;

6.11.3.2 Transcripts from a college or university;

6.11.3.3 A letter from the program administrator of the continuing education program attended;

6.11.3.4 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;

6.11.3.5 An agenda and attendance roster

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

TC/TSA

6.11.4 Verify staff are entering continuing education on SharePoint.

6.11.5 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.

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- 6.11.6 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 scheduling the training.

Supervisor

- 6.11.7 Review continuing education records provided by the Training Coordinator on an annual basis.
- 6.11.8 Coordinate with the Training Coordinator and Inspectors that need continuing education hours.
- 6.11.9 Remind staff to enter continuing education hours in SharePoint.

6.12 Waivers

Training Coordinator and Supervisor

- 6.12.1 Complete training waivers for Basic Training (Classroom, Online, and Field) and Specialized Joint Inspections for staff that were hired before September 2012. Refer to the *Manufacturing Inspection Waiver* as an example.
- 6.12.2 Do not use training waivers for continuing education or Specialized FDA Classroom training.
- 6.12.3 File all signed waivers in the personal training file on Absorb and the records file on SharePoint.

7. RELATED DOCUMENTS (includes References, Attachments)

Manufactured Food Inspector Training Plan
 FOOD.WI.20.02 – Training Corrective Actions WI
 Training Corrective Action Form Template
 FOOD.20.05 – Manufactured Food Field Training SOP

8. EQUIPMENT/MATERIALS NEEDED

Learning Management System
 SharePoint

9. SAFETY

N/A

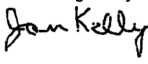
10. CIRCULATION

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

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1	I	Initial Policy Drafting.
	DocuSigned by: 	1/5/2017
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I = Initial document; R = Revised document