



EMPLOYEE TRAINING TIPS

Employees must be properly trained on food hazards, food hygiene, clean/sanitary conditions and general hygienic practices. As per Safe Food for Canadian Regulations, "Employees involved in the manufacturing, preparing, storing, packaging or labelling of food or in the slaughtering of a food animal must have the competencies and qualifications that are necessary to carry out their duties."

WHO SHOULD BE INCLUDED IN TRAINING SESSIONS?

When possible, all divisions should be included in training sessions such as Quality Assurance, Maintenance, Sanitation, Production, Managers, Supervisors, Purchasing, Shipping and Receiving, Food Safety Coordinators, temporary workers and Senior Management. The type of training depends on each person's roles and responsibilities. For example, Senior Management should be included in a general food safety awareness/HACCP training but may not be included in sanitation training.

WHEN IS TRAINING REQUIRED?

TRAINING IS REQUIRED:

- At orientation or before an employee's start date
- Before performing a new task
- When implementing corrective actions

- Annually, as a refresher
- When there are changes to the food safety system (Preventive Controls and Preventive Control Plan/HACCP)

In some cases, new employees can become overwhelmed with the amount of information given to them. They are faced with a new facility, environment, people and tasks. To help new employees do well, provide them with the information they need to succeed. Ensure the employee understood the information and will be able to do the task affectively.

FIRST DAY TRAINING

- Training should be clear, concise and consistent (CCC)
- Bullet form as opposed to lengthy paragraphs
- Allow the employee enough time to read and fully understand contracts, policies, etc.

NEW EMPLOYEE TRAINING INCLUDES

- How to safely evacuate in the event of an emergency
- What to do before entering the production facility (put on hairnet, smocks, proper footwear, remove jewelry and personal items, handwashing)
- What to do in the production facility (handwashing)

- Proper product handling processes and food safety
 - o Monitoring to be completed and recorded (e.g., temperature, weight, pH, %RH).
 - o Who to contact when issues arise (e.g. supervisor or QA)
 - o Procedures to follow if product falls on the floor, an allergen spills, glass breakage, etc.
 - o Traffic flow (i.e. employee flow high risk to low risk)

WHEN IS THE BEST TIME TO DELIVER TRAINING?

During training, less is more. Factual, interactive, short sessions result in more knowledge retained when compared to longer sessions. It's also a good idea to consider the timing when conducting training; the end of the day on Friday is not a recommended time.

WHAT TYPES OF TRAINING METHODS ARE BEING USED?

It's important to know your audience and their learning styles. Currently, the workforce may include employees from five different generations (Traditional/Silent Generation, Baby Boomers, Generation X, Generation Y/Millennials and Generation Z). Training is not one size fits all. Below are some recommendations for training styles based on the generation's preferences. However, it's important not to assume that if an employee falls into one generation, they prefer that method. Each employee will have an individual learning style that is unique and may be cross generational.

Traditional/Silent Generation (1945 – earlier): Prefer lecture style – told and do

Baby Boomers (1946 – 1964): Prefer classroom setting – personally focused

Generation X (1965 – 1980): Prefer independent training – self directed

Generation Y/Millennials (1981 – 1997): Prefer to access information on demand – innovative

Generation Z (1998 – Later): Prefer technology – practical

EXAMPLES OF METHODS:

TRADITIONAL TRAINING	DIGITAL AGE TRAINING
Oral Instruction	Online Training (webinars, skype)
Face to face Instruction/ Buddy System	Google glass
Videos	External Training (certified training centres)
Conference Calls	PowerPoints
Written program/SOP/ Record review – one point lessons	On demand
Question & Answer	

When creating the training plan, consider the diversity of generations to enrich employee training and development.

In some cases, it may be necessary to provide training in multiple languages. Viable translation, either written and/or oral, should be accessible when required.

HOW TO DETERMINE TRAINING EFFECTIVENESS/COMPETENCY?

Although an employee has acquired a certificate, this does not always mean they are qualified and competent in that subject. It's important that employees can demonstrate competency in trained areas. Competency may be acquired through experience and on the job knowledge. Being able to provide a demonstration through interviews (Q&A), observations, and quizzes are just a few of the ways competency can be measured.

Document all training sessions and keep employee training records. If using a training matrix, be sure to enter the information. Have employees sign off on training records showing they have read and understood the requirements.

Food Safety is a shared responsibility. The entire team is accountable.

FOR MORE INFORMATION

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