



RULES AND REGULATIONS PERTAINING TO
FOOD SAFETY TRAINING IN DUBAI

Guidance Document

Food Control Department
Dubai Municipality



Introduction:

It is a legal requirement that staff who are involved in the handling of food are trained on food safety to a level commensurate with their work activity. The responsibility for the supervision and training of staff lies with the person in charge of the food business.

Training and education is increasingly being recognised as a critical in food safety assurance. Food Safety Trainings are fundamentally important to any food safety system and inadequate training, instruction and/or supervision can pose threats to food safety. Food safety training is essential to promote awareness in food-handling personnel of their roles and responsibilities for food control. Food handlers need the knowledge and skills to handle to food safely and hygienically, and personnel need an appreciation of the requirement to protect food from contamination.

Training impacts the success that we aim to achieve from the implementation of the Food Code .It would also help to improved business outcomes in the form of reduction in customer complaints, reduced cost with internal or external failure of products, reduced cost of testing, reduction in penalties and better food inspection grades.

DEFINITIONS

"Examination" shall mean an examination in food safety, leading to a Qualification approved by the Department, conducted in accordance with the provisions of this Guidance Document.

"Food Control Department" or "Department" means the Food Control Department of Dubai Municipality.

"Food Establishment" means any place where food is manufactured, prepared, traded or sold directly or indirectly to the consumer. The term includes any such place regardless of whether consumption is on or off the premises. The term includes but is not limited to trading companies, manufacturing companies, hotels, restaurants, cafés, cafeterias, caterers in hospitals, private clubs, caterers or cafeterias in labour camps, public and private educational Bodies, groceries, supermarkets, meat and fish shops, bakeries, mobile vendors, temporary kitchens and snack houses in petrol stations.

"Food Handler" Any person handling food directly or indirectly in a food establishment, whether packaged or unpackaged food, food equipment and utensils or food contact surfaces.

"Person in Charge" means a person directly responsible for the food related operations in the food establishment and has direct authority, control or supervision over employees who engage in the storage, preparation, display, or service of foods.

"Company Registration" It is the process where the Food Control Department of Dubai Municipality keeps the records containing the information furnished by the applicant before commencing the operation. This information should include name and address of the establishment and other relevant information. This can be done online.

"Approval Committee" The committee created to organize the operations of these companies in addition to their follow up and approvals. The committee is composed of the officials from Food Control Department. The official staff shall be responsible for verification of the documents, approval of trainers and training centres and the Head of Food Control Department shall be authorized to sign the approval letter.

"Authorized Official" It is the official staff of the Food Control Department who is authorized to audit the training centres

“Training Certificate” It is the certificate issued by a training company indicating that a food handler has successfully passed a training session in the field of food safety and hygiene. A certificate of successful completion shall be issued to a person after passing the training evaluation set out by training companies.

Section I

RULES AND REGULATIONS PERTAINING TO THE REQUIREMENT OF FOOD SAFETY TRAINING IN FOOD ESTABLISHMENTS

Food establishments should develop and implement appropriate training programs as per the requirements of the Food Control Department of Dubai Municipality. Persons in charge of food safety must conduct a training needs assessment of all the personnel in the establishment such that appropriate and adequate training programs are developed for all employees and implemented. After the training, there should be adequate instruction and supervision of personnel and ongoing monitoring of food safety practices and behaviour.

1. General Requirements

- a. All food handlers working in a food establishment must be formally trained on food safety to a level appropriate to the type and nature of work they do.
- b. Food handlers should be trained in food safety to a level appropriate to the job they perform. Such trainings should also be based on the level of food safety risk in the food establishment. Factors for assessing the level of food safety risk include:
 - i. the nature of food produced or manufactured in the establishment;
 - ii. the manner in which the food is handled in the premises;
 - iii. the type of menu items or the complexity of the processes used (i.e., prepared-from-scratch menu items versus preparation or reheating of pre-packaged, ready-to-eat foods;
 - iv. the number of meals served daily, the size of establishment, and the type of customers the food is catered to. Food handlers working in establishments higher risk populations such as in hospitals, have to follow very high standards of food hygiene and would therefore require a higher understanding safe handling of products and processes.
- v. And, the nature of the person's work.



- b. Where necessary, staff who are not directly involved in food preparation, but are involved in managing food related services such as a person handling or supervising the buffet counter, food delivery etc. should also be formally trained of food safety aspects relevant to the type of the job they carry out.
- c. Formal food safety training should be obtained from a trainer approved by the Department.
- d. The management of food establishment should promote food safety training to employers/food handlers by conducting on-going in-house courses for them or arranging them to participate in courses.

2. Role of the Person in Charge

- a. The Person in Charge (PIC) of food safety should have levels of food safety knowledge and competencies that will allow them to judge potential food safety risks and take appropriate action. This is provided as a separate document.
- b. The PIC should also maintain a documented training plan for all employees based on their training needs.
- c. The PIC should verify the effectiveness of the training
- d. The PIC should make periodic assessment to verify the effectiveness of training in terms of delivered knowledge, skills and ability.
- f. The PIC must maintain records indicating those employees who have been trained and their relevant particulars.

3. Continuing Educational Training

- a. Every food establishment should promote food safety education through ongoing training, which may include additional classroom instruction, on-the-job training, food safety certification from a recognised programme of instruction, seminars, and employee meetings.
- b. Food handlers should participate in a refresher or updating course after one year of training, or, shall be retrained if deterioration in food handling practices is noticed.
- c. The PIC shall provide evidence of continuous learning and refresher training for all food handlers.



Section II

RULES AND REQUIREMENT PERTAINING TO TRAINING COMPANIES AND TRAINERS

This document outlines the responsibilities of the food control department and the requirements for training companies and trainers who offer food safety training in food establishments in Dubai. It describes the roles and responsibilities of the Trainers and Training Companies that provide the training and specifies the conditions that have to be met while delivering training and offering certifications.

1. Role of Food Control Department

The role of the Food Control Department in relation to the training is to:

- i. Develop training programs and qualifications
- ii. To set approval criteria for trainers based on technical expertise, competence, qualifications and experience;
- iii. Monitor program implementation and Ensure compliance
- iv. Investigate and reported cases of non compliance
- v. Investigate complaints received from trainees, food establishments, training companies and consumers
- vi. Revoke or suspend approval of the trainer or training company
- vii. Monitor and evaluate the implementation and outcomes of the training programs;
- viii. Review and change programs where evaluation of the implementation of food safety standards show that the objectives of the programs are not achieved



2. Requirements for Training Companies

2.1 General Requirements

- 2.1.1 Training companies will be approved for a period of one year unless the approval is revoked earlier by the Food Control Department or surrendered by the company.
- 2.1.2 Training companies with appropriate license from the Department of Economic Development or similar authority in Dubai can apply for approval with the Food Control Department. The license should clearly state the business activity associated with food safety training.
- 2.1.3 Training companies shall have at least one full time trainers with the knowledge, experience and skills required to meet the criteria set out in **section 4 of this** document.
- 2.1.4 Training companies must have adequate systems and resources in place – including staff and, where appropriate, equipment, materials and training room– to support the delivery of the training programs. They must ensure that their staff are competent and have access to appropriate training, guidance and support.
- 2.1.5 Training companies must have a named point of contact. This means that when a candidate has a query regarding any aspect of a qualification, or when the Food Control Department needs to make contact with a training company; it must be clear to whom they should direct enquiries and correspondence.
- 2.1.6 Training companies must use training materials that are approved by the Food Control Department and follow the recommended lesson plan.
- 2.1.7 Training companies must adhere to the quality process and procedures of the Food Control Department at all times.

3. Requirements for Trainers

3.1 General Requirements



- 3.1.1 A food safety trainer shall be approved by the Food Control Department.
- 3.1.2 A Trainer can be a full time employee in a food establishment or employed in an establishment authorised and approved by the Food Control Department to conduct food safety training.
- 3.1.3 The trainer shall have
 - i. a clear understanding of the competence standards (see Annexe 1)
 - ii. the necessary knowledge, qualifications, experience to explain adequately why these standards are required
 - iii. the necessary training skills to deliver the training program effectively
- 3.1.4 The trainer shall design and deliver a planned program of training/instruction which focuses on the training need(s) of the trainee and on achieving competences particular to the workplace.

3.2 Applying for trainer approval

The process of certifying applicants for their suitability to work as food safety trainers includes an assessment by the Food Control Department. To allow the Food Control Department to make a decision on whether an applicant meets the criteria for approval as a trainer, each application must provide the following supporting information through the online services of Dubai Municipality:

- i. Records of training and qualifications
- ii. Detailed résumé of relevant experience

3.3 Qualification, Experience and Knowledge

Trainers must demonstrate that they have the relevant qualifications, knowledge, experience, and skills in food safety and training.

3.3.1 Food Safety Qualification:

- i. Trainers should hold a verifiable Degree, Diploma or an Advanced Certificate that encompasses one or more of the following topics:
 - Environmental/Public Health
 - Food Science or Food Technology
 - Food Safety/HACCP
 - Food Establishment Management in the hotel, restaurant, or retail sectors
 - Food Microbiology.

(The minimum duration of the certificate course should be 6 months)

3.3.2 Food Safety Experience

Trainer should have at least two year's experience in food safety related job responsibility in one or more of the following areas:

- Supervision of food preparation (experience in foodservice/catering industry should be of a technical nature, and at a managerial level)
- Providing consultancy in food safety
- Regulatory authority with food safety responsibilities
- Quality assurance or control in a food operation
- Food Safety training at an appropriate level

3.3.3 Training Qualifications

Trainers should hold a teaching qualification recognised by the Food Control Department. Either a Certificate, or a Degree in Education, or a certified Train the Trainer qualification with at least 18 learning hours should be sufficient (**list competency**).

3.4 Demonstration of skills

The trainers may be required to demonstrate their training competence to the Food Control Department. This could be a part of the verification process for initial approval or a part of the ongoing assessment process to ensure compliance at a later stage.

3.5 Exemption to a formal food safety qualification

An exemption can be obtained if the trainer has more than 5 years of relevant experience (Sec 4.5), and can demonstrate sufficient knowledge and skills through a practical assessment conducted by the Food Control Department. The assessment will determine the applicant's knowledge and capability to train in a professional and efficient manner.

3.6 Continuing Professional Development (CPD) for Trainers

Trainers should strive to continually update and improve their knowledge of issues and developments within the arena of food safety, and apply that knowledge for training. CPD, by definition, implies that an individual is already qualified, and that they are, through CPD, maintaining and enhancing their skills. CPD contributes to three basic areas:

- Maintenance of professional competence
- Enhancement of existing knowledge and skills
- Development of new knowledge and skills.

The CPD points for various programs can be obtained from the Food Control Department.

To retain the approval to train, trainers must:

- i. Attend information up-date days provided by the Municipality
- ii. Maintain a continuous, up-to-date and accurate record of their CPD activities;
- iii. Present a written profile containing evidence of their CPD to the Food Control Department.
- iv. Demonstrate that their CPD activities are a mixture of learning activities relevant to current or future practice (see learning activities below);

3.6.1 Annual Requirements

- i. The Food Control Department requires a minimum of 30 hours CPD per annum for all trainers. The details of the CPD points should be submitted to the department by 31st of December each year and should list all the trainings covered in that year.
- ii. The learning activities undertaken should help in improving the existing knowledge of the trainer. A trainer's CPD should include activities such as formal Training and professional activities (e.g. training programs, workshops, conferences, involvement with professional bodies, campaigns, writing journal articles etc)
- iii. CPD activities should be separate from the trainings and qualifications that are a part of the basic requirements to be a trainer and the routine work of the trainer.

4. Design, Delivery and Assessment of Training Programs

4.1 Training Materials



The trainer shall only use training materials that are reviewed and approved by the Food Control Department. This includes books, handouts and audio-visual aids.

4.2 Course Plan

4.2.1 The trainer should provide the training course plan and the schedule of training sessions to the Food Control Department at least 5 working days before the training is conducted. The information about the course plan must include.

- Training dates and timings
- Details of the venue
- Number of trainees
- Course language
- Examination time

4.2.2 Any changes in the planned schedule shall be reported to the food control department

4.2.3 The trainer should confirm the language of examination with every trainee on the first day of the training to ensure that the examinee can fully comprehend the language used for the assessment.

4.3 Training Room

- i. Training should be conducted in rooms that are suitable and solely dedicated for that purpose.
- ii. Training rooms should have adequate lighting and ventilation, and the type of seating should be suitable for the trainee's comfort.
- iii. The room should be as quiet as possible and free from any other activities that could distract trainees. Restaurant dining areas and rooms that have other activities that could distract the trainees should not be used for training.
- iv. There should be sufficient space between the trainees with a minimum distance of one metre between two people
- v. Number of trainees should not exceed 20.

4.4 Training Delivery

4.4.1 Food Safety Course – Level 1

Training providers shall provide the training through trainer-led lecture sessions. The training contact time excluding the breaks shall not be less than 4 hours. The instructor should consider expanding the number of contact hours when a review of the participants reveals learning disabilities, language barriers or other factors which may inhibit learning.

4.4.2 Food Safety Course – Level 2

Training providers shall provide the training through trainer-led lecture sessions. The training time excluding the examination shall not be less than 6 guided learning hours. The instructor should consider expanding the number of contact hours when a review of the participants reveals learning disabilities, language barriers or other factors which may inhibit learning.



4.5 Assessment

- 4.5.1 Examinations and assessment of candidates shall be conducted by training companies.
- 4.5.2 Examinees should be given the language options suitable to them. Examination should not be conducted in languages that the food handler cannot comprehend.

4.6 Training Fee

The following fee applies to the programs.

Food Safety level 1 & 2 in English– AED 150 per candidate

Food Safety Level 1 & 2 in languages other than English AED 125 per candidate

Training centres shall not charge a fee less than the amount stipulated above.

ANNEXE 1

Learning Objectives

Learning objectives and outcome should be based on what the food safety objectives are. The objectives listed below can vary depending on the type and nature of the food business. It is recommended that the Person in Charge makes the decision in consultation with the Food inspection officer.

Induction Training 3 learning hours

Food Safety Course – Level 1 4 learning hours

Hygiene

1. Demonstrate commitment to good food hygiene practice
2. Maintain good personal hygiene and infection control
3. Understand pest management
4. Understand waste management system
5. Understand food handlers suffering from foodborne illness should report to the PIC

Food Safety Regulations

6. Demonstrate an awareness of the legislative requirements in Dubai relating to their business.
7. Understand food labelling requirements
8. Understand date marking principles
9. Understand any other requirements specific to their job

Where relevant:

Food Safety Operations

10. Know temperature requirements for various foods
11. Understand record keeping if relevant to the work
12. Understand Halal requirements

Food Delivery Personnel

13. know Food storage and transportation temperatures
14. Recognise temperature deviations and report incidents to PIC

Service Staff (both permanent and temporary)

15. Storage and display temperature of foods
16. Good handling practices
17. Record keeping if necessary

Grocery Stores

18. Understand Date marking
19. Follow Stock rotation
20. Understand temperature control requirements



Cleaning Stewards

21. Understand cleaning chemicals and dosages used in their facility
22. Know cleaning and disinfection techniques
23. Understand storage practices
24. Demonstrate safe and appropriate use of chemical

Competency requirements and learning objectives for persons who undergo Food Safety Course – Level 2 6 learning hours

Hygiene

1. Demonstrate commitment to good food hygiene practice
2. Maintain good personal hygiene and infection control
3. Understand pest management
4. Maintain a satisfactory waste disposal system
5. Manage and maintain satisfactory storage and stock rotation of foods
6. Understand the implications of foodborne illness in the food operation
7. Understand food handlers suffering from foodborne illness should report to the PIC

Structural Hygiene

8. Identify or report structural deficiencies in the food operation
9. Understand pest control system
10. Maintain a satisfactory waste disposal system

Food Safety Operations

11. Where applicable to their job: ensure food safety during product purchasing
12. Ensure food safety during delivery receipt
13. Ensure food safety during storage
14. Ensure food safety during product preparation
15. Ensure food safety during cooking/processing/cooling/holding/service of food
16. Encourage good hygiene practice during the transportation of food
17. Where applicable to their job, ensure products are labelled correctly

Food Safety Regulations

18. Demonstrate an awareness of the legislative requirements in Dubai relating to their business.
19. Understand food labelling requirements
20. Understand date marking principles
21. Understand any other requirements specific to their job

Food manufacturing/Catering/Hotels/ Restaurants

- Understand process activities
- Packaging systems where necessary



- Handling and storage requirements
- Labelling and shelf life
- Specific requirements, e.g. monitoring CCPS under HACCP plans

Recommended training

Business Type	Recommended Qualification
Bakery/Confectionery Cat. I Meat, egg/cream/ milk based Products	Level 2
Bakery/Confectionery Cat. II Bread, chocolate, sweets, sugar confectionery	Level 1
Fishmonger/ Fish stall	Level 1
Butcher shop	
Food handlers in establishments that prepare or serve high risk foods such as the Restaurants, Hotels, Catering Companies, cafeteria etc	Level 2
Food handlers in high risk establishments such as nursing homes, day care, schools, hospitals and other establishments that provide food for the high risk population such as young, old or immunocompromised	Level 2
Food handlers working on kiosks that serve low risk foods such as dry fruits, confectionary etc	Level 1
Persons who do not handle food directly, but are involved in the delivery of food such as delivery boys and drivers	Level 1
Stewarding staff	Level 1
Grocery store	Level 1

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- *The above table list the recommendations.*

