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Qualification Specification

Highfield Level 3 Award in Food Allergen Management in Catering (RQF)

Qualification Number: 603/1720/6

Version 1.1 January 2018

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Highfield Level 3 Award in Food Allergen Management in Catering (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager

Qualification regulation and support

The Highfield Level 3 Award in Food Allergen Management in Catering (RQF) has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. The qualification is also regulated by Qualifications Wales.

Key facts

Qualification number:	603/1720/6
Learning aim reference:	60317206
Credit value:	1
Assessment method:	Multiple-choice exam paper
Assessment grading:	Pass/distinction/fail
Guided learning hours (GLH):	7
Total qualification time (TQT):	10
Qualification structure:	1 mandatory unit

Qualification overview and objective

This qualification is aimed at learners responsible for the purchase, delivery, production and service of food in the catering industry. It is also suitable for those owning/managing a smaller catering business.

The objective of this qualification is to support a role in the workplace. Learners achieving this qualification will have knowledge and understanding relating to the control of food ingredients, including allergens, at all stages of food purchase and production. Topics covered include the manager's role in ensuring food ingredients are effectively managed, accurate communication of ingredient information from supplier to consumer, the importance of practical controls to reduce the risk of allergenic contamination and methods of managing ingredient controls and procedures.

Its topics are regarded by the Foods Standards Agency as being important to maintaining good practice in the production of safe food.

This qualification is supported by Allergy UK, who regard it as suitable staff training for catering outlets that wish to apply for their Allergy Aware Scheme.

Entry requirements

This qualification is suitable for learners aged 16 and above.

It is advised that learners have a minimum of level 2 in literacy and numeracy or equivalents.

It is strongly advised that learners undertaking this qualification already hold the Highfield Level 2 Award in Food Safety in Catering (RQF) or the Highfield Level 2 Award in Food Allergen Awareness and Control in Catering (RQF), or suitable equivalents.

Guidance on delivery

The total qualification time for this qualification is 10 hours, of which, 7 are recommended as guided learning hours.

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming guided learning hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

This qualification is likely to be delivered in a classroom-based environment.

Guidance on assessment

This qualification is assessed by an end-of-course multiple-choice exam paper, which should be conducted in line with Highfield Qualifications' Security and Invigilation Guidelines.

This assessment method requires learners to choose 1 of the prescribed options to answer set examination questions.

The examination paper for this qualification contains 30 questions that must be completed within 1 hour. To achieve a pass, learners must answer at least 18 out of 30 (60%) questions correctly. Learners will achieve a distinction if they answer at least 24 out of 30 (80%) questions correctly.

Completed examination papers should be returned to Highfield Qualifications for marking and results will then be supplied to the centre.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Guidance on quality assurance

Highfield Qualifications requires centres to have in place a robust mechanism for the quality assurance of training delivery, and invigilated assessment arrangements. For more information on quality assurance, please refer to Highfield Qualifications' Core Manual.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing the learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) Policy in the members' area of the Highfield Qualifications website. This policy should be read in conjunction with this specification and all other relevant Highfield Qualifications documentation.

Tutor requirements

Highfield Qualifications recommends nominated tutors for this qualification meet the following requirements:

- hold a relevant subject area qualification, which could include any of the following:
 - a degree or DipHE in a related subject such as:
 - food science
 - environmental health
 - home economics
 - microbiology
 - or one that contains elements of these subjects
 - HNC/D in a related subject (as outlined above).
 - Highfield level 4 qualification in food safety or equivalent
 - a Graduate Diploma in Food Science and Technology of the Institute of Food Science and Technology
 - or any other qualification and/or experience in the subject area that is at least equivalent to the qualifications outlined above

Suitable teaching qualifications include:

- Highfield Level 3 International Award in Delivering Training or equivalent
 - Level 3 PTTLs or above
 - Highfield Level 3 Award in Education and Training or equivalent
 - diploma or certificate in education
 - bachelors or masters degree in education
 - Teacher's Certificate or equivalent
 - level 3 or 4 NVQ in training and/or development
 - proof of at least 30 hours of training in any subject
- maintain appropriate continued professional development for the subject area

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to Highfield Qualifications' Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
 - a signed UK photocard driving licence
 - a valid warrant card issued by HM forces or the police
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- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

In the event that a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to Highfield Qualifications' Core Manual.

Progression opportunities

On the successful completion of this qualification, learners may wish to continue their development by completing one of the following qualifications/training:

- Highfield level 3 and 4 food safety qualifications
 - Highfield level 3 HACCP qualifications
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Useful websites

Food Standards Agency - www.food.gov.uk

Anaphylaxis Campaign - www.anaphylaxis.org.uk

People 1st - www.people1st.co.uk

Allergy UK - www.allergyuk.org

Recommended training materials

The following resources have been reviewed by Highfield Qualifications and are recommended training materials for users of this qualification:

- Level 3 Allergen Management for Caterers PowerPoint Presentation, Highfield.co.uk Ltd (updated version due for release early 2018)
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Appendix 1: Qualification content

Unit 1: Food Allergen Management in Catering

Unit number: D/615/7614

Credit: 1

GLH: 7

Level: 3

Learning Outcomes	Assessment Criteria
<i>The learner will</i>	<i>The learner can</i>
<p>1. Understand the manager's role in ensuring that food ingredients and allergens are effectively managed</p>	<p>1.1 Explain the responsibilities of employers and managers in ensuring food ingredients and allergens are effectively managed in line with good practice</p> <p>1.2 Summarise the importance of food ingredient and allergen management procedures</p>
<p>2. Understand procedures relating to the communication of ingredient information from supplier to consumer</p>	<p>2.1 Outline ways to obtain accurate ingredient information from suppliers</p> <p>2.2 Outline suitable methods of communication at process steps throughout food production in a catering environment</p> <p>2.3 Explain the importance of staff training with regard to allergen and ingredients control</p>
<p>3. Understand the importance of implementing practical controls to prevent contamination and cross contamination from allergenic ingredients</p>	<p>3.1 Assess how good practices can be implemented or adapted to facilitate the control of allergenic contamination from purchase to service</p>
<p>4. Understand methods for managing ingredient controls and procedures</p>	<p>4.1 Recognise factors to consider when determining likely risk from allergens and other food ingredients in a catering premises</p> <p>4.2 Outline ways to develop food ingredient control systems, monitoring and recording ingredient control procedures</p> <p>4.3 Describe suitable corrective actions to take when allergen contamination has occurred</p> <p>4.4 Identify methods for verifying and reviewing food ingredient controls and procedures</p>

Amplification

3.1 practices – a variety of relevant practices, including hygiene and cleaning practices, purchase and supply practices, preparation and cooking practices etc (*see indicative content for further detail*).

Indicative content

Learning Outcome 1

Responsibilities of employers and managers to include:

- Commitment to providing suitable equipment and premises in order for adequate allergen control to take place
- Commitment to developing and implementing suitable allergen control policies and procedures from purchase to service
- Systems for the regular monitoring of controls and putting timely and suitable corrective actions in place
- Providing suitable training to all staff on an ongoing basis regarding recognising allergenic contamination hazards and how to report them, including legislative updates
- Ensuring the allergen control policy is carried out by all staff
- Creating, improving and assessing a positive culture in relation to food allergen management

Importance of ingredient and allergen management procedures to include:

- The consequences of poor ingredient control for food businesses, customers and employees:
 - Moral
 - Ensuring accurate information is provided to reduce the likelihood of a customer suffering a reaction
 - Allergies are increasing worldwide and can be fatal
 - Economic
 - Following appropriate controls so that premises can maintain a good reputation
 - Legal compliance
 - Regarding food safety, labelling and information for food businesses and consumers

Learning Outcome 2

Ways to obtain accurate information to include:

- Transfer and continuity of ingredient information from suppliers and throughout the process, including:
 - Suppliers (including delivery, wholesale and mail order)
 - Storage
 - Preparation
 - Cooking
 - Service (either by managers or those who have been fully trained regarding allergens and their control, i.e. designated personnel)
- Traceability
- Using reputable suppliers and potential for food fraud substitutions

- Ensuring menu descriptions and available information are correct against the ingredients supplied

Methods of communication at process steps to include:

- Labelling and menu information to meet consumer requirements relating to allergens and ingredients, including:
 - Labelling requirements
 - Use of 'may contain' claims
 - Menu requirements
 - Changes/alterations to ingredients communicated
- Ways to achieve this:
 - Effective communication between all departments from purchase to service
 - Effective communication of allergenic ingredients with customers i.e.
 - Accurate ingredient information
 - Potential to eat from a standard menu item
 - Potential to eat a standard menu item with some things left off e.g. sauce, wafer biscuit (knowing what can and can't be achieved within the business)
 - Whether staff can prepare something specially in an area free from the allergen
 - Times when appropriate that staff suggest to the allergic person that precautions currently in place might not be adequate to protect them from contact with the allergen they need to avoid
 - Effective responses to questions regarding allergens from customers
 - How to communicate standards and procedures to other staff members
- How to ensure Information about allergens and their control is easily accessible at all times in a verifiable way
- Dealing with cultural and language issues

The importance of effective staff training regarding allergens, including;

- Induction and ongoing training practices
- Regular update training, including training in new procedures/changes to existing controls

Learning Outcome 3

How good practices can be implemented or adapted to facilitate the control of allergenic contamination from purchase to service, including:

- Awareness of principal causes of contamination hazards:
 - Human factors (including lack of effective supervision)
 - Unsatisfactory or absence of labelling
 - Cross-contamination
 - Handling issues
 - Storage
 - Service
 - Menu information and labelling
- Purchase and supply
 - Importance of specifications and purchase controls

- Systems in place for substitution, changes and local purchases
- Systems for changes to suppliers and ingredients
- Implementing delivery controls for allergens (labelling, monitoring etc.)
- Design
 - Assessing workflow to avoid contamination
 - Implementing controls in storage
 - Dedicated equipment and work areas
- Personal hygiene
 - Ensuring measures are in place for provision of protective clothing and its use
 - Controlling allergenic hazards from personnel, including overcoming barriers to handwashing and job allocation, movement and supervision of personnel in respect of allergen control
- Cleaning
 - Organisation of cleaning for allergens, including methods and its supervision.
 - Provision of suitable equipment and chemicals
 - Management of waste in regard to allergen control
 - Spillage control
- Preparation and cooking
 - Recipe and menu development control, management of changes to ingredients, preparation and cooking of dishes not on the regular menu and variations to standard recipes.
 - Controlling order of production
 - Implementing cooking controls (dedicated area, equipment, fryer etc.)
 - Plating and garnish control
 - Management of leftovers and labelling
- Service controls
 - Identification of ingredients for service, including allergen free dishes
 - Procedures for segregation, labelling and provision of equipment for allergen free food
 - Control of self-serve, event catering, delivered orders (for example working lunches) and buffets with regard to allergens

Learning Outcome 4

Factors to consider when determining likely risk from allergens to include:

- Importance of assessing risk and being aware of ingredients in food products and meals
- Factors to consider regarding food ingredients that must be declared as an ingredient and those of global interest/concern, including:
 - Physical nature of allergen
 - Awareness of threshold implications
 - Any particularly vulnerable groups in the population
 - Common symptoms of an allergic reaction
 - Common derivatives of allergens and ingredients of global interest/concern
- Interpretation of food labels and recipes to identify ingredients

Ways to develop food ingredient control systems, monitoring and recording ingredient control procedures to include:

- The inclusion of ingredient control into existing food safety systems (HACCP based) or developing separate allergen control systems
- The typical contents of a food ingredient control procedure, including allergen risk assessment
- Developing an action plan for allergen management
- The requirements for monitoring and recording ingredient control procedures, including:
 - Methods of monitoring at all stages of food production in a catering environment for foods intended for those with specific dietary requirements
 - Monitoring activities and performance against organisational standards and targets
 - The importance of up-to-date, accurate documentation and records, and examples of the type of records that may be used in a catering business

Suitable corrective actions to include:

- When to dispose of food
- Potential to re-label or use in different product, including where products are decanted
- Re-clean
- Re-training of staff
- Review of accuracy and currency of information provided to customers
- Review of menu
- Review of procedures
- Need for additional monitoring and supervision, for example to take account of staff turnover, new staff, casual staff, staff covering a different work area or food service type, event booking teams
- Complaints procedure, including logging complaints and reporting to avoid a recurrence

Methods for verifying and reviewing controls and procedures to include:

- Verification of procedures
 - Audit
 - Benchmarking against industry standards
 - Reference to allergy related incidents within the industry
 - Importance of reviewing and implementing procedures to investigate an allergenic related allegation
- The importance of providing feedback to the people responsible for the food safety procedures and the types of issues you need to address
- Need for regular review/update when changes occur including:
 - Suppliers and ingredients
 - Menus
 - Methods of food production
 - Change in staff
- Change in premises/workflow or equipment used

Appendix 2: Sample assessment material

One benefit of implementing clear and effective allergen controls is that they will:

- A. ensure that food allergic customers are safely catered for
- B. reduce the amount of training required
- C. provide evidence to enforcers that food has been cooked thoroughly
- D. ensure the business is not inspected as often

If a customer who is allergic to nuts is not informed that nuts are an ingredient in a cake, it may mean that:

- A. the wrapping on the cake will have to be changed so that nuts are removed from the ingredients list
- B. the cake will have to be microwaved to destroy the allergens in the nuts
- C. kitchen staff will have to remove the nuts from the cake before it is sold
- D. the customer is at risk of having a severe allergic reaction (anaphylaxis) if they eat the cake.

When accepting food deliveries, the **primary** source of consumer allergen information should be available on the:

- A. product label within the ingredients list
- B. government website
- C. retailer's website
- D. manufacturer's website

Which of the following represents best practice regarding ingredient control in a restaurant?

- A. All staff involved should sit a level 2 allergen qualification
- B. A list of every ingredient for every menu item should be provided for all staff
- C. Staff should be trained about allergens in accordance with their responsibilities
- D. Common sense is more important than an effective control system