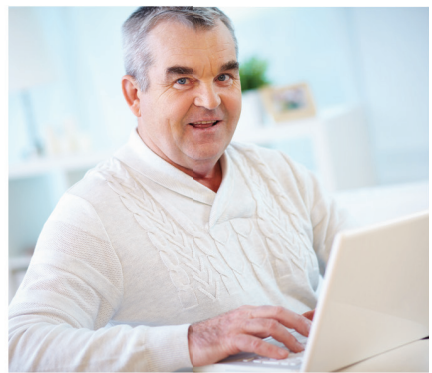




JOB READY SKILLS TRAINING



LEARNER WORKBOOK

Food Processing Skills Canada and **Food and Beverage Ontario's CareersNOW!** have partnered to provide jobseekers and students with proven online training that will prepare them for a rewarding career in Ontario's food and beverage processing industry.

Available online at www.fpsc-ctac.com

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Food Processing Skills Canada (FPSC)

ISBN: 978-1-998766-51-2

Food Processing Skills Canada (FPSC)
is formally known as Food Processing
HR Council (FPHRC)

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Food and Beverage Ontario about us

Food and Beverage Ontario is a not-for-profit, leadership organization dedicated to advancing the interests of Ontario's 4,000+ food and beverage processors. The food and beverage processing industry is the province's largest manufacturing sector employer directly employing more than 125,000 people in jobs with a variety of skill sets and career paths.

Food and Beverage Ontario launched **CareersNOW!** in 2021 to connect jobseekers and students with workforce development resources, such as Job Ready Skills Training, and to connect individuals with employment opportunities.



Food Processing Skills Canada (FPSC) about us

Food Processing Skills Canada (FPSC) is the food and beverage manufacturing industry's workforce development organization. As a non-profit, located in Ottawa with representatives across Canada, we support food and beverage manufacturing businesses from coast to coast in developing skilled and professional employees and workplace environments. Our work directly and positively impacts industry talent attraction, workforce retention and employment culture. We care about assisting the industry in finding, training and retaining the very best people for the job. Through our partnerships with industry, associations, educators and all levels of governments in Canada, FPSC has developed valuable resources for the sector including the **Food Skills Library™**, **Canadian Food Processors Institute™**, **FoodCert™** and **Labour Market Information Reports**.

Welcome

Welcome to the **CareersNOW! Job Ready Skills Training online program**

The team at Food Processing Skills Canada and Food and Beverage Ontario developed this curriculum to prepare jobseekers and students for careers in Ontario's food and beverage processing industry. Whether you are exploring specific job opportunities, are new to what this sector has to offer, or need an quick update, Job Ready Skills Training is the program for you.

Learners in Job Ready Skills Training are encouraged to take as many of the self-paced courses as they would like. We offer bite-sized, interactive learning in introductory technical skills, emotional intelligence and even industry onboarding.

The best way to learn more is to jump in and explore the 15 courses we have available, some even in multiple languages!

Start your learning & career journey today!



How to Use this Workbook

This workbook will provide a space for all of your online learning and career development notes. It is your go-to guide for courses and curriculum descriptions, login information, and best practices and strategies for online learning and development.



Tracking Your Progress

HELPFUL STRATEGIES – You will find helpful best practices and strategies throughout this workbook to assist with online learning.

TRACK YOUR PROGRESS – We have created space within each course to log details such as your score and the date to help you get an idea of how you're progressing within the program.

WHAT IS BEST FOR YOU – We have ensured that the program is self-paced which means you can manage your time and take the courses in the order you would like.

SELF-DIRECTED TABLE OF CONTENTS – Everyone takes notes differently so we have designed a special table of contents to assist with note-taking and future references.

YOUR SUPPORT – You may be new to online learning so we made sure the support systems are in place when you need help.

Support

Are you having trouble? Maybe with logging on?



Technical support is available Monday to Friday
8:30 - 4:30 pm EST at:

1-800-730-7115 Ext. 3

Requests can also be emailed to:
trainingsupport@fpsc-ctac.com

Still not working? Please contact Cristina
Osuna at **cosuna@fpsc-ctac.com**

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The curriculum for **CareersNOW! Job Ready Skills Training** is based on the food and beverage manufacturing industry’s Canada-wide Learning and Recognition Framework shown below. We know you will enjoy the training courses we have chosen for you.



LEARNING AND RECOGNITION FRAMEWORK FOR THE FOOD AND BEVERAGE PROCESSING SECTOR

Level 1 FOUNDATIONS

SECTOR-SPECIFIC ELECTIVES One of:	KNIFE and POWER TOOL SKILLS -or- LEVEL 1 MEAT CUTTING CERTIFICATION <small>(use food processing hand and power tools, use knives and saws)</small>	FOOD PROCESSING EQUIPMENT <small>(operate food processing equipment (pre-ops, startup, monitor, changeovers, minor maintenance, troubleshooting, lock out))</small>			PRODUCT PACKAGING <small>(prepare materials, portion/weight, fill and seal, bottle/can, label, tray/box, palletize, perform changeover)</small>			INVENTORY HANDLING <small>(pick and pack, preparation for shipping, receive, unload, store, etc.)</small>		
INDUSTRY-SPECIFIC ELECTIVES One of:	Introduction to the Animal Food Production Industry*	Introduction to the Grain and Oilseed Industry*	Introduction to the Sugar and Confectionery Industry*	Introduction to the Fruit and Vegetable Industry*	Introduction to the Dairy Industry*	Introduction to the Meat and Poultry Industry*	Introduction to the Fish and Seafood Industry*	Introduction to the Bakery Industry*	Introduction to the Beverage Industry*	Introduction to the Other Food Processing Industry*
<small>* Each to include what it produces, overview of industry in Canada, processes used (smoking, distilling, etc., grading systems/inspection process, raw ingredients).</small>										
MANDATORY COMMON CORE	Introduction to the Food Processing Industry <small>(11A1 FOOD1 course)</small>	Basics of Food Safety <small>(safe contamination, overview of allergens, importance of sanitation, consequences of non-compliance, measure overview, proper handling and preservation of ingredients, products, and traceability, introduction to pest control)</small>		Workplace Sanitation	Introduction to Quality Control and Quality Assurance <small>(what is it, how does it impact the worker in the workplace)</small>		GMPs <small>(food production facility, equipment, incoming materials, process steps, general hygiene, pest control and sanitation)</small>	SOPs and SSOPs	Workplace and Industrial Safety	

WORKPLACE ESSENTIALS

MANDATORY COMMON CORE	Workplace Communication	Thinking Skills	Document Use	Working with Others <small>(Collaboration)</small>	Problem Solving <small>(Decision Making)</small>	Digital Technology Skills	Numeracy	Employer and Employee Expectations	Canadian Workplace Cultures	Food Safety Culture
SOCIAL/EMOTIONAL ELECTIVES Minimum of three	Introduction to Emotional Intelligence <small>(Pre-Requisite)</small>	Knowing & Handling Emotions <small>(Self-Mastery)</small>	Adaptability <small>(Self-Mastery)</small>	Stress Management <small>(Resilience)</small>	Empathy <small>(Social Awareness)</small>	Interpersonal Skills <small>(Relationship Management)</small>	Motivation <small>(Self-Actualization)</small>	Positive Attitudes	Creativity and Innovation	

NOTE: An orange border indicates Food Safety content.

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“ Welcome to CareersNOW! Job Ready Skills Training. We are here to help you prepare for a rewarding career in Ontario’s food and beverage processing industry. ”
— Chris Conway, CEO, Food and Beverage Ontario

MY LOGIN INFO

OTHER NOTES

User name

Password

Email address

Web address



Your Curriculum

The following pages provide a full curriculum list for the entire CareersNOW! Job Skills Training. All courses for your learning stream are also included in this workbook, with descriptions and a place to track your progress and make notes.

To graduate this program students must achieve a minimum score of 70%.

Curriculum List

Learning Recognition Framework					
#	Course Details	Description	Hours	Workplace Essentials	Foundations
1	Food Safety Culture and You	Learn the importance of following food safety procedures and practices to ensure consumers are protected and government regulations are met.	2	●	
2	Transferable Skills	This module is about the skills we use in our daily lives, the skills we take with us in new situations, and the skills we use on the job. We will explore their relationships with each other and how we can apply these skills to finding careers in Food and Beverage Processing.	3	●	
3	Canadian Workplace Cultures	Learn basic Canadian facts, understand appropriate etiquette, and identify the qualities employers expect in the workplace.	2	●	
4	I AM FOOD: Introduction to the Industry	This course will provide you with the knowledge and skills to understand how GMPs support the safe manufacturing of food and beverages, and how to implement GMPs.	3	●	
5	Oral Communication*	This course provides guidelines for oral and general communication, active listening, providing feedback, fostering teamwork, and promoting a positive work environment. Lifelong learning and workplace skills training are closely linked to productivity, adaptability and innovation.	2	●	
6	Employer Employee Expectations	Canadian workplace culture requires individuals to be competent in speaking and listening; be respectful of cultural differences; dress appropriately for the work environment; and, work effectively with others.	2	●	
7	Introduction to Emotional Intelligence	Learn about the value of emotional intelligence to your personal and professional life with skills that help an individual understand themselves better and be more effective in their day to day activities.	2	●	
8	Thinking Skills	This course provides guidance on decision-making, critical thinking, resolving conflict, and facilitating change for a positive workplace culture.	2	●	

*Multilingual Courses

Continued...

Curriculum List continued...

Learning Recognition Framework					
#	Course Details	Description	Hours	Workplace Essentials	Foundations
9	Working with Others	Learn the essential skills needed to work with a partner or a team in the workplace to successfully complete tasks such as resolving a production issue or meeting a rush order.	2	●	
10	Good Manufacturing Practices (GMPs)*	This course will provide you with the knowledge and skills to understand how GMPs support the safe manufacturing of food and how to implement GMPs.	3		●
11	Sanitation Level 1*	This course provides individuals working in the food and beverage processing industry with basic sanitation and cleaning knowledge. You will learn how to handle, prepare and store chemicals, in addition to the cleaning and sanitizing steps. Learning regulations and policies is an important aspect of this course.	3		●
12	Industrial Workplace Safety*	This course reviews regulatory responsibilities for employers and employees, and the proactive strategies used to identify hazards and mitigate impact. Learning Canadian federal and provincial regulatory requirements is an important aspect of this course.	4		●
13	Lock Out Tag Out*	This course provides guidelines for Lock Out-Tag Out (LOTO) — a safety procedure which is used in industry workplace and research settings to ensure that potentially dangerous machines are properly shut off and not able to be started again without completion of maintenance or servicing.	1		●
14	Allergens Level 1*	This course covers the priority list of allergens in Canada as well as sulphites and gluten sources. You will be able to identify the sources and describe the best practices and regulations to prevent allergens related food safety incidents.	3		●
15	Basics of Standard Operating Procedures (SOPs) and Sanitation Standard Operating Procedures (SSOPs)*	This course explains the importance of standard operating procedures and sanitation standard operating procedures in the workplace. You will learn how to develop and implement these types of procedures within your role.	3		●
TOTAL HOURS			36	20	16

*Multilingual Courses


Courses indicated with an * are available in English, Tagalog, Spanish and Russian!


The Benefits of Online Learning





 *Better time management*


 *Enjoy a flexible schedule*

 *Boost your career advancement opportunities*

 *You can review course materials repeatedly*

 *You can learn at your own pace*

 *Take online quizzes and exams and get your score immediately*

 *You'll develop great self-discipline*

FLEXIBILITY/ACCESSIBILITY/PERSONAL

- Self paced flexible study
- Learn at your own pace
- Convenient & flexible scheduling
- Can be completed at an accelerated pace
- Helps accommodate time commitments – work schedules, etc.
- Can fit around jobs, family & commitments
- No time lost in commuting – saving \$ on gas, parking, etc.
- Option to access at different times/not regular work hours
- Fewer social pressures to speak in a group setting
- Opportunity for peer collaboration through discussion forums

PROGRAM BENEFITS

- Increased participation levels due to flexibility
- Appealing to different learning styles
- Engaging - involves audio, visuals, etc.
- Easy accessibility/platform adaptable
- Best option for physical disabilities
- Courses/program open to anyone, anytime
- Certificate options available
- Online learning offers courses not always available locally
- Creates a feedback forum that aids in the enhancements of the program
- Organizational & technical skills enhanced



Strategies to Study at Home

Online learning is becoming increasingly popular as a preferred method for learning. It is important though to staying motivated and keeping on track with your training.



There are many benefits to e-learning but being focused on self-discipline and motivation will contribute to your successful learning journey. Studying from home can be a challenge, especially if you share space with family or friends. Studying effectively and efficiently is key to not getting distracted and caught up in everyday life. Here are a few quick tips to maximizing your study time at home.

TIPS

1 STUDY SPACE Creating a space where you can study effectively without interruptions and distractions will help foster good study habits and make you feel more motivated. Make sure your study space is comfortable, quiet, and has good lighting. Make your learning environment fun and inspirational by adding a few personal touches so that you want to spend time there. It's a good idea, if possible, to reserve the space solely for studying. Doing this will help separate it from your home environment. This helps you get into your study frame of mind faster and avoid distractions so you can focus.

2 SCHEDULE Having a routine is part of scheduling your day to day activities. Finding a routine that works for you and sticking to it can help you be successful and get more done in the day. If you build time for studying into your daily activities, you will be more likely to actually study. It is easy to procrastinate and put things off. Making studying a regular activity will help you become more successful to reach your goals. Once you have a schedule that works for you – share it with your family and friends. Let them know when you'll be studying and ask them to refrain from distracting you during this time. Make sure

you also unplug from distractions like social media – don't worry you can catch up after!

3 TIME MANAGEMENT Even with a great study space and structured schedule, it can be a challenge when studying at home. A great way to accomplish your studying is to break it down into smaller tasks. Make small milestones and take short breaks in between. Don't try to power through everything all at once. Keep your breaks short as you don't want to lose your rhythm of studying – a simple stretch, walk around, etc. would work. (3-5 minutes maximum). You may also find it beneficial to review what you have learned during your studying time – your Learning Journal would serve as a great summary after you complete each study time.

Day Studying Benefits

"I have more energy earlier in the day to concentrate"

- Your brain is alert and you are focused to learn
- Daylight brings natural energy
- Keeps me on schedule
- Other students are available

Night Studying Benefits

"I have less distractions in the evening to focus on learning"

- Peace & Quiet helps me focus
- Fewer distractions and interruptions
- Clear Mind - focused thinking

The Importance of Your Training

As an employee starting your learning journey, here are some key points to consider as you grow in your role...

- Formal Training provides a great foundation of knowledge, as you continue to grow in your career.
- Be motivated to work through the training. Shine during your training, by showing that you are committed to your own development and growth.
- Growing your Training Portfolio will show leaders you are committed to your development and growth. Leaders look for employees that take initiative, especially when considering candidates for recruitment or advancement.

Career Aspiration

When starting a new role, most of us do not know where our career path will take us. This is an exciting time for you, start documenting some notes on how you feel today, what you want to learn, roles you would like to do, etc. Use these questions throughout your career - consider going back to these questions often as your thoughts may change - the more you know, the better you grow!



About You



YOUR CAREER LADDER

WHAT JOB DO YOU WANT TO ADVANCE TO NEXT?

Most often you will choose a role that is going to provide you additional experience and training. This may or may not be your forever job.

WHAT IS YOUR IDEAL ROLE?

This could be several years from now or simply an aspiration – what is your passion? Your ideal role may be in your current industry or it may not. Identifying your desires may lead you in a unique direction of learning in your current role.

YOUR LEARNING PORTFOLIO

WHAT OTHER TOPICS OF TRAINING WOULD I LIKE TO LEARN?

What learning topics are you interested in?

What do you feel you have as a natural skill in?

WHAT OTHER TRAINING WOULD SUPPORT YOUR CAREER OBJECTIVES?

If your training ideas support your current role, then share your thoughts with your manager, so these can be considered development goals.

If your training ideas relate to a different industry/field, be encouraged to explore new learning opportunities as you invest in your future.

Your Style



Your courses will provide you with essential leadership skills. This information will be most helpful if you can plan to improve your skills by emphasizing your strengths, controlling your trouble spots, and learning how to enhance your style. Use the following questions to reflect on what you have learned in your courses and to develop a plan to improve your interactions with others.

Your notes from these questions will capture your thoughts on your style currently, along with providing points for future areas of focus.

These notes will support capturing your thoughts on your style and area you want to improve on through a development plan.

What do you feel are some of the positive aspects of your communication style? What do you do well?

List a few examples of how your strengths have benefited you when communicating at work.

What do you feel you can do to strengthen your style/skills? What areas do you want to focus on that will develop new strengths for you?

What are some of your characteristics that you feel may be potential trouble spots?

What do you feel you can change now that will improve your potential trouble spots? What can you try to do differently?

What are some of the challenges you face in your everyday interactions?

Considering your challenges, what new concepts have you learned in this program that will modify your approach moving forward?



Tracking Your Progress

We have provided you with a learning Journal which is a great document to capture some key thoughts from your **CareersNOW! Job Ready Skills Training**. Documenting your progress can have multiple purposes:

- Track your notes/take-aways from each course
- Capture key learnings to share with your Manager – your current skills, areas for development
- Performance ideas for future development plans
- Share your thoughts with colleagues – conversation topics
- As you complete the courses, take some time to capture a few notes on the concepts that are being covered. Your notes will be helpful when considering future development plans.
- Consider capturing your notes from these three perspectives – What I know already, What I want to know more about, and what I want to develop as new skills – we provided some notes below on each.

What I know already...

This can be a great list of concepts to share during your performance conversation with your manager. Especially if your current role does not provide the opportunity to showcase your talent in this area.

What I want to learn

These ideas may turn into development plans at work. You may just find that this program provided some new ideas in an area you were familiar with – great refresher. You may have also picked up a few new concepts. Opportunity to put the concept into practice – start using this skill.

I want to know more ...

Excellent ideas for new development/learning plans or taking a course in this topic. Be proactive by bringing this forward as a learning objective opportunity.

DATE

SCORE

Track Your Progress

1. FOOD SAFETY CULTURE AND YOU

Learn the importance of following food safety procedures and practices to ensure consumers are protected and government regulations are met.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

2. TRANSFERABLE SKILLS

This module is about the skills we use in our daily lives, the skills we take with us in new situations, and the skills we use on the job. We will explore their relationships with each other and how we can apply these skills to finding careers in Food Processing.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

3. CANADIAN WORKPLACE CULTURES

Learn basic Canadian facts, understand appropriate etiquette, and identify the qualities employers expect in the workplace.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

4. I AM FOOD: INTRODUCTION TO THE INDUSTRY

There are many potential employment and career opportunities in the Canadian food and beverage processing industry. This course provides an introduction to the importance of Canadian food and beverage manufacturing industry, its size, opportunities, diverse demographics and work environment today.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

5. ORAL COMMUNICATION*

This course provides guidelines for oral and general communication, active listening, providing feedback, fostering teamwork, and promoting a positive work environment. Lifelong learning and workplace skills training are closely linked to productivity, adaptability and innovation.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

6. EMPLOYER EMPLOYEE EXPECTATIONS

Canadian workplace culture requires individuals to be competent in speaking and listening; be respectful of cultural differences; dress appropriately for the work environment; and, work effectively with others.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

7. INTRODUCTION TO EMOTIONAL INTELLIGENCE

Learn about the value of emotional intelligence to your personal and professional life with skills that help an individual understand themselves better and be more effective in their day to day activities.

Key points discussed...

What I know already...

Want to know more...

New skills in...

Notes

DATE

SCORE

Track Your Progress

8. THINKING SKILLS

This course provides guidance on decision-making, critical thinking, resolving conflict, and facilitating change for a positive workplace culture.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

9. WORKING WITH OTHERS

Learn the essential skills needed to work with a partner or a team in the workplace to successfully complete tasks such as resolving a production issue or meeting a rush order.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

10. GOOD MANUFACTURING PRACTICES (GMPS)*

This course will provide you with the knowledge and skills to understand how GMPs support the safe manufacturing of food and how to implement GMPs.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

11. SANITATION LEVEL 1*

This course provides individuals working in the food and beverage processing industry with basic sanitation and cleaning knowledge. You will learn how to handle, prepare and store chemicals, in addition to the cleaning and sanitizing steps. Learning regulations and policies is an important aspect of this course.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

12. INDUSTRIAL WORKPLACE SAFETY*

This course reviews regulatory responsibilities for employers and employees, and the proactive strategies used to identify hazards and mitigate impact. Learning Canadian federal and provincial regulatory requirements is an important aspect of this course.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

13. LOCK OUT TAG OUT*

This course provides guidelines for Lock Out-Tag Out (LOTO) — a safety procedure which is used in industry workplace and research settings to ensure that potentially dangerous machines are properly shut off and not able to be started again without completion of maintenance or servicing.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

14. ALLERGENS LEVEL 1*

This course covers the priority list of allergens in Canada as well as sulphites and gluten sources. You will be able to identify the sources and describe the best practices and regulations to prevent allergens related food safety incidents.

Key points discussed...

What I know already...

Want to know more...

New skills in...

DATE

SCORE

Track Your Progress

15. BASICS OF STANDARD OPERATING PROCEDURES (SOPS) AND SANITATION STANDARD OPERATING PROCEDURES (SSOPS)*

This course explains the importance of standard operating procedures and sanitation standard operating procedures in the workplace. You will learn how to develop and implement these types of procedures within your role.

Key points discussed...

What I know already...

Want to know more...

New skills in...

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3	Food Spoilage and Food Safety Hazard and Prevention Investigation 41
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Case Studies



1

GMPs

Prepare a Personal Hygiene GMP

2

Sanitation Level 1

Assessment and Recommended Corrective Action

3

Food Spoilage and Food Safety

Hazard and Prevention Investigation

4

Allergens Level 1 - Allergen Control Plan



Remembering: Exhibit memory of learned material by recalling facts, terms, basic concepts and answers.

Understanding: Demonstrate understanding of facts and ideas by giving descriptions and stating main ideas.

Applying: Solve problems to new situations by applying acquired knowledge and facts.

Analyzing: Examine and break information into parts by identifying motives or causes. Provide evidence to support generalizations.

Evaluating: Provide comments and opinions on case studies based on a set of given criteria.

Creating: Compile information in a different way by combining elements in a new pattern or proposing alternative solutions

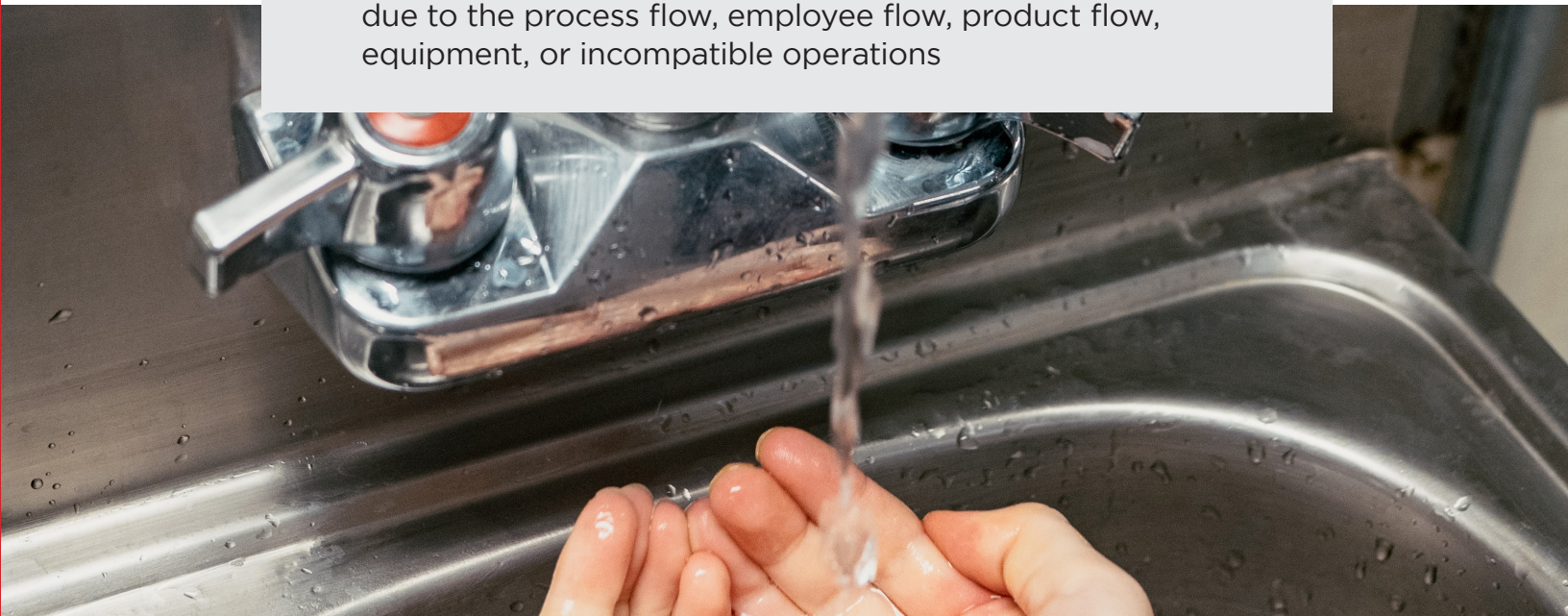
Food Safety Case Studies

Case 1 Good Manufacturing Practices (GMPs) Prepare a Personal Hygiene GMP

Good Manufacturing Practices are referred to as GMPs. They are a set of rules which direct employees how to behave / operate in a food manufacturing facility, and how a facility needs to look and operate from the receipt of raw materials to the shipment of finished product.

Good Manufacturing and Personnel Hygiene Practices Include:

- Methods for hand washing/sanitizing
- Correct use of protective clothing, hair coverings, gloves, footwear
- Prohibited practices at the establishment
- Hygienic handling of food
- Correct use of utensils and equipment
- Storage of personal effects to prevent cross-contamination
- Where required, restricted access to areas of the facilities by specific employees to prevent cross-contamination
- When required, procedures to prevent contamination due to the process flow, employee flow, product flow, equipment, or incompatible operations



Case 1

Case Study

Congratulations! You have been promoted to Production Supervisor at a company called Marla's Meats.

Marla's Meats is a small retail butcher shop that does custom cutting of beef and pork sides. They produce in-house specialties such as: sausage, flavoured patties, meatballs, spiedini and kabobs. They also custom cut game meat for hunters seasonally.

They have a retail counter and production facility with 15 employees.

Case Study Activity

Owners Marla and Dave were very impressed by your knowledge of GMP's, and they would like you to prepare Personal Hygiene GMP's for Marla's Meats.

Your Hygiene GMP's should cover retail, production, supervisory staff, employees, and owners. Creativity.

We are looking for:

1. Understanding of the concept of Good Manufacturing Practices.
2. Thoroughness of GMP items created.
3. Critical thinking.
4. Creativity.



Please prepare your **Personal Hygiene GMPs** Case Study Activity on the following pages in this workbook. You may use your LMS course, resources, and the internet to help you. This is all about thinking and using what you learned!

Food Safety Case Studies

Case 2

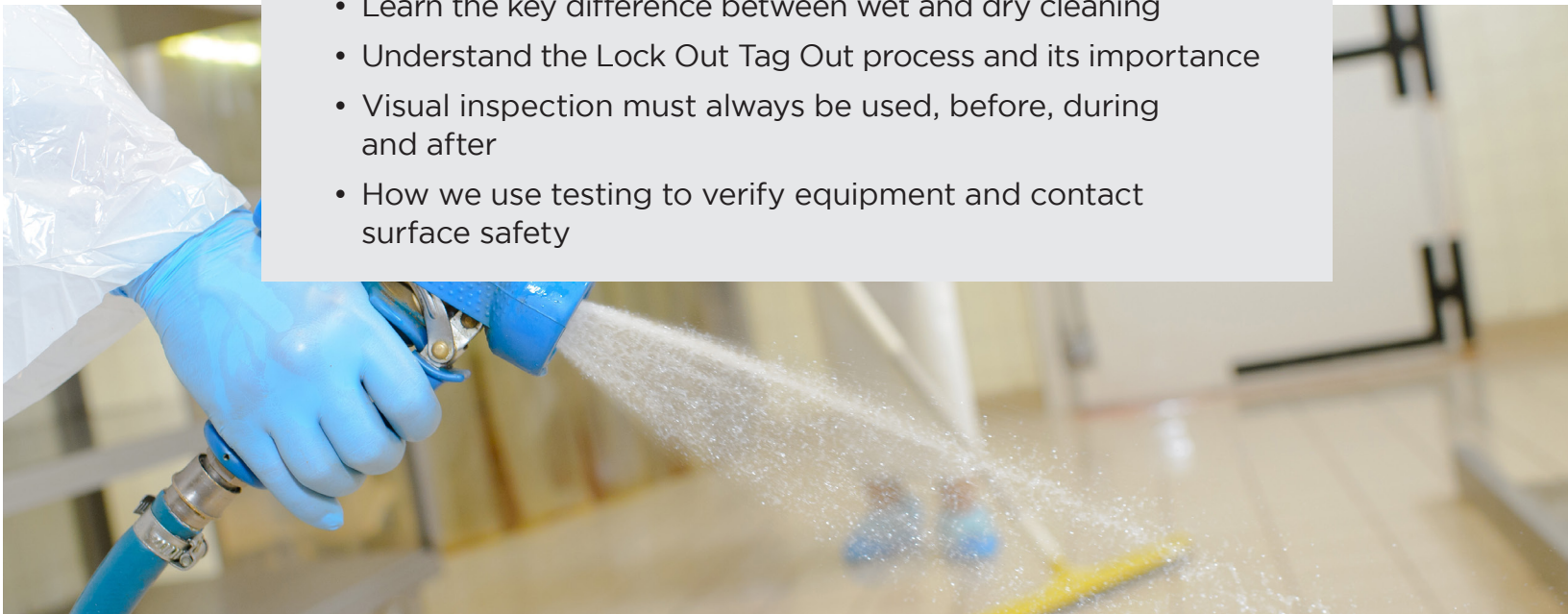
Sanitation Level I Assessment and Recommended Corrective Action

Sanitation is more than just cleaning. When we talk about cleaning, it means to remove visible dirt and soil as well as chemical residues and allergens from a surface.

When we talk about sanitation, it means to reduce the number of microorganisms on a clean surface to safe levels. Using different food safe chemicals and other forms of treatment, the sanitation process reduces the number of microorganisms to a safe level. Following sanitation, surfaces and equipment are tested before use.

Why is learning about sanitation important?

- To understand the importance of cleaning in a food plant or food business
- How a clean workplace can ward off hazards found in food
- Proper cleaning and sanitation can prevent cross-contamination
- Learn how to identify and remove hazards
- Learn the key difference between wet and dry cleaning
- Understand the Lock Out Tag Out process and its importance
- Visual inspection must always be used, before, during and after
- How we use testing to verify equipment and contact surface safety



Case 2

Case Study

Watch – Assess – Document

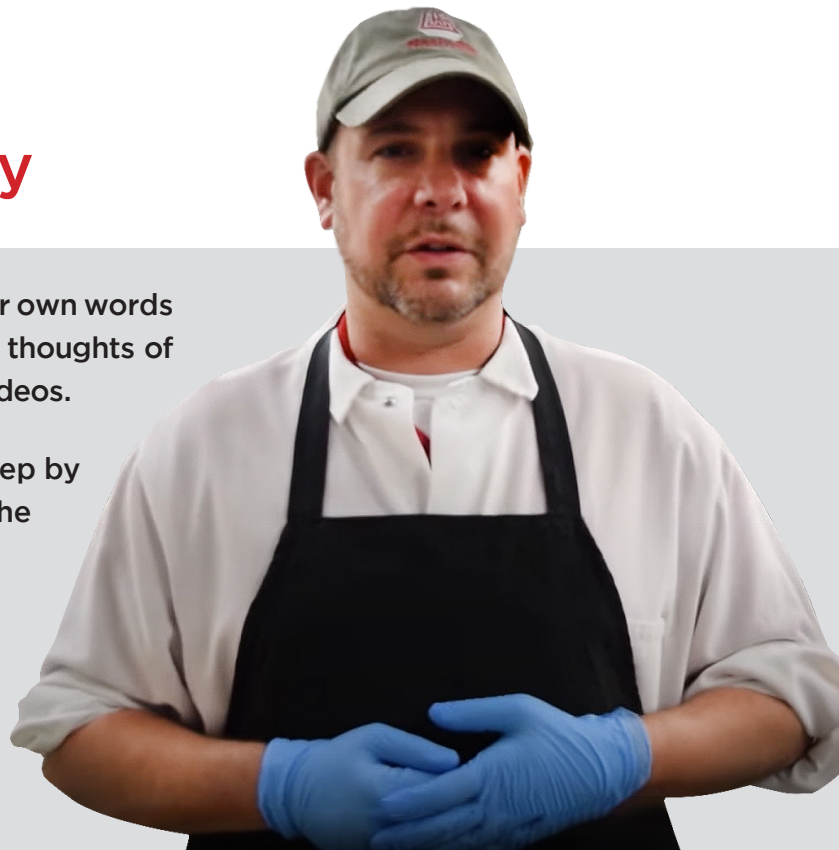
The principles and steps that you learned in your course are basically the same for any food plant or food operation. The equipment and product prepared in your facility may be different, but the concept and much of the process is the same. In our case study, we will look at two meat processing plants.

WATCH: the two videos on the order given:

1. <https://youtu.be/rj6CtZvPz5c>
2. <https://youtu.be/GUJ4vI-JA88>

Case Study Activity

1. **ASSESS:** Prepare a paragraph in your own words as to your overall first impression or thoughts of the difference(s) between the two videos.
2. **DOCUMENT:** Prepare an itemized step by step list of the process(es) used in the second video of
 - What is missing
 - What is incorrect
 - What is the corrective action you would take.



Please prepare your **Sanitation: Assess and Document** Case Study Activity on the following pages in this workbook. You may use your LMS course, resources, and the internet to help you. This is all about thinking and using what you learned!

Sanitation: Assess and Document

Assess: First Impression

Document: Using the second video please list:
What is missing?

What is incorrect?

Food Safety Case Studies

Case 3

Food Spoilage and Food Safety Hazard and Prevention Investigation

Food Spoilage and Food Safety. Even with the best planning, food spoilage and food safety incidents that result in recall can occur. It is important to learn the characteristics of the most common microorganisms that cause foodborne illnesses and food poisoning. This includes understanding the cause, symptoms, incubation time, onset time, food mainly involved, means of contamination, and preventive control measures in place to prevent food safety incidents.

How do we apply the principles of food safety in the workplace?

It is important to comply with food safety principles and food safety culture. Identifying food safety hazards is the basis of food safety principles.

- Adhere to food safety management system
- Contribute to the company food safety culture
- Identify the three food safety hazards (microbiological, chemical, and physical)
- Identify microbiological hazards
- Identify chemical hazards such as toxins, sanitizers, pesticides, allergens, food additives
- Identify physical hazards
- Learn safe food practices
- Employees, business owners and government all have a role in protecting food safety



Case 3

Case Study

Old Habits Die Hard Hazard and Prevention Investigation

On March 31st, an Oklahoma school district's foodservice kitchen was preparing chicken to be served in four school cafeterias. Workers started by setting our frozen chicken to thaw overnight at room temperature. On April 1st, a portion of the thawed chicken was loaded into pans of water and baked at 350F (177C) oven.

The oven was turned off after two hours. And the chicken was left to sit overnight in the warm oven. The kitchen workers cooked the rest of the chicken in a steam cooker for two hours, then readjusted the temperature to the lowest setting and left the food in the warm steam cooker overnight.

The outbreak erupted that same afternoon. Students, teachers, and cafeteria workers reported nausea, vomiting, cramps and fever. May of them had two or more symptoms. Twenty-two ended up in the hospital. More than 200 people were infected courtesy of the chicken.

Case Study Activity

Hazard and Prevention Investigation.

1. Based on your knowledge from your course, what pathogen do you think was responsible and why?
2. Tell us what you know about this pathogen.
3. How could this have happened? Using a highlighter or pen, underline three mistakes kitchen workers made in this case.
4. Write down the three mistakes your underlined on the worksheets provided and what kitchen workers could have done differently.
5. Document the corrective action required.



Please prepare your **Hazard and Prevention Investigation** Case Study Activity on the following pages in this workbook. You may use your LMS course, resources, and the internet to help you. This is all about thinking and using what you learned!

Food Spoilage and Food Safety Hazard and Prevention Investigation

Based on your knowledge from your course, **what pathogen do you think was responsible** and why?

Tell us what you know about this **pathogen**.

Food Spoilage and Food Safety Hazard and Prevention Investigation

CASE 3

Write down the **three mistakes** you underlined on the worksheets provided, and what kitchen workers could have done differently.

Document the **corrective action** required.

Food Safety Case Studies

Case 4

Allergens Level I - Allergen Control Plan

Allergen Management is the responsibility of everyone who produces or prepares food for public consumption. It is estimated as many as 6% of young children are affected by food allergies and it is estimated that around 3 to 4% of adults have food allergies.

You can be allergic to any food, but some allergies are more common than others. Health Canada lists certain foods as “priority food allergens”, as these foods are associated with 90% of allergic reactions in Canada. Most reactions cause mild symptoms, but some are severe and may even be life-threatening.

Although new treatments are being developed, there is no cure for food allergies. That is the reason why Canada has adopted strict laws protecting consumers from allergens in their food. Allergen management plans, labelling laws and food safety training all work together to protect those vulnerable to allergic reactions.

What is an Allergen Control Plan?

An Allergen Control Plan is **a company’s written document regarding the storage, handling, processing, packaging, and identification of allergenic foods and ingredients**. This is not a one-time effort. An Allergen Control Plan must be implemented, audited, enforced and updated continually.

Key areas include:

- Raw Material Status
- Supplier Vulnerabilities
- Ingredient Specifications and Recipes
- HACCP Plan
- Production Procedures
- Product Labelling
- Education



Case 4

Case Study

An effective allergen management program can mean the difference in ensuring that your food business produces or sells food that will not harm the ‘at-risk’ consumer. Whether you produce or sell food, an allergen control plan protects your business. A food Recall is an unplanned event. When an Undeclared Allergen has been discovered items will be Recalled. Recalls; are expensive in terms of product cost, and also your company reputation.

In this case study, we will look at a well-known food retail company. While food manufacturers are responsible for Allergen Control Plans or Preventative Control Plans, retailers where these products are sold can also be held responsible.

FDA slams Whole Foods for repeatedly failing to include allergens on labels

Food Safety News on December 22, 2020

Having built itself up to be one of the nation’s best known healthy eating grocery chains, Whole Foods Market is on warning from the FDA about repeated problems with allergen labeling on its products.

The warning, posted today but dated Dec. 16, references more than two dozen allergen labeling product recalls initiated by Whole Foods in the 12 months ending Nov. 30. Inspection of the company’s records showed milk, eggs, and tree nuts as examples of some of the allergen mislabeling that have resulted in Whole Foods recalls recently.

“These recalls demonstrate that your corporation engaged in a pattern of receiving and offering for sale misbranded food products. For the time period of October 2019 to November 2020, your firm recalled 32 food products due to undeclared allergen(s). We noticed similar patterns of numerous recalls for undeclared allergens in previous years as well,” according to the warning letter, sent by the FDA’s Center for Food Safety and Applied Nutrition

Federal inspectors found the problem while conducting a routine review of recall patterns across the United States.

Also in October 2021, CFIA recalled six products due to undeclared allergens among them, October 29, the CFIA issued a recall on Northern King brand and Thai Gold brand shrimp tempura due to “undeclared egg, soy, milk, and sulphites,” which can trigger reactions in people who are allergic to those ingredients.

Allergens Level I – Create an Allergen Control Plan

Case 4

2. Identify in writing areas of risk.

Allergens Level I - Create an Allergen Control Plan

3. Describe the individual steps you would take in helping to preventing this situation.

Case 4

Food Safety Case Studies

My Case Study

Case Study _____

Aim: _____

Lined area for writing the case study details.



Self-Directed Table of Contents

Depending on your note taking style, notes can sometimes be scattered. We have created a self directed table of contents so you can track important notes.

Description	Page #

Description	Page #

Additional notes...



LEARNING AND RECOGNITION FRAMEWORK FOR THE FOOD AND BEVERAGE PROCESSING SECTOR

Level 4 MANAGEMENT

FUNCTION-SPECIFIC ELECTIVES Choose from a minimum of two categories	SALES AND MARKETING Manage Public Relations Controversies Develop Sales Plan Develop Integrated Marketing Strategy Develop Branding and Pricing Strategy				WORKFORCE MANAGEMENT Set Strategic Direction for the Workforce Develop Compensation Packages Oversee Design of Facility Systems		FOOD PRODUCTION Set Strategic Direction for Food Production Plan for Equipment		LOGISTICS AND PURCHASING Develop Logistics Plan Manage Transportation		FUTURE ELECTIVES For example: Food Fraud, etc.	
	HEALTH AND SAFETY Develop Occupational Health and Safety Program Develop Facility and Product Security Program		RISK MANAGEMENT AND RECALLS Manage Food Traceability Program Manage Recalls		FOOD QUALITY AND SAFETY MANAGEMENT Develop HACCP Program Develop Prerequisite Program Develop Quality Management System			SANITATION AND PEST CONTROL Manage Audits Develop Chemical Safety Programs Develop Pest Control Program		WASTE MANAGEMENT Develop Facility Environmental Monitoring Processes Develop Facility Waste Management and Recycling Programs		RESEARCH AND DEVELOPMENT Manage New Product Development Projects
MANDATORY COMMON CORE	Risk Management for Managers Analyze all current and proposed operations, develop risk management plans, implement and monitor plan, knowledge of food traceability and recalls, OHS-risk		Develop Organizational Policies, Processes, and Procedures Determine applicable legislation, develop organizational policies, develop SOPs, implement recall strategy, record management PIP and monitor organization's record keeping, knowledge of audits		Financial Management for Managers Develop budget, monitor budget performance, develop product costing, manage cash flow, generate reports, obtain alternate source of funds		Business Data Analysis and Statistics for Managers Data collection systems, using formulas, projections, presentation of financial information, consumer and commercial credit, simple and compound interest, trend analysis, amortises, depreciation, financial instruments and discounting, integrity of data		Leadership for Managers Implement action plans, organizational plans, promote continuous improvement, internal and external communication (media, agencies, customers and the general public), develop strategic vision, develop organizational sustainability plan, develop change management plan, promote continuous improvement		Future Core Skills For example: Developing a Culture of Food Safety	

Level 3 SUPERVISOR – Supervisor Specializing in Food and Beverage Production

FUNCTION-SPECIFIC ELECTIVES Choose at least one food safety option (bordered in orange)	SALES AND MARKETING Intro to Marketing in Food Processing Sell Products and Services Oversee Marketing Activities Develop Promotional Events and Contests				WORKFORCE MANAGEMENT Execute Overtime Marketing Execute Public Relations and Media Activities Hire Employees Train Employees Manage In-Union Environment Facilitate Employee Departure				LOGISTICS AND PURCHASING Inventory Management Purchasing		FACILITY MANAGEMENT Intro to Facility Operations	
	RISK MANAGEMENT AND RECALLS Risk Management for Supervisors Supervise Recalls		SANITATION AND WASTE MANAGEMENT Oversee Facility Cleanliness & Sanitation Monitor Waste Management		FOOD PRODUCTION Food Production Workflow Management Food Production Administration Food Safety and Quality Program Implementation			RESEARCH AND DEVELOPMENT Develop New Product Ideas Improve Existing Products and Processes		FUTURE ELECTIVES		
MANDATORY COMMON CORE	Supervise Employee Performance Analyze all current and proposed operations, schedule staff, conduct performance reviews, performance plans, process, record-keeping		Monitor OH&S and Security Monitor facility safety, participate in emergency preparedness and accident investigations, monitor adherence to safety programs, conduct exercises and drills, knowledge of worker's compensation, lead emergency preparations		Monitor Budget Performance Monitor key indicators being measured, manage financial impacts, about controls, monitor production, monitor quality, control cash, e.g. receivables and payables		Build a Respectful Workplace Implementing with emotional intelligence, diversity (inclusion, harassment)		Leadership for Supervisors Implement action plans, organizational plans, promote continuous improvement, implement organizational change, record organizational change, standardize, monitor, critical thinking (problem solving for supervisor, manage internal communication)		Introduction to the Regulatory Environment Know provincial/federal, national/international regulations and agency info for all subsectors	

Level 2 OCCUPATIONS*

OCCUPATIONAL-SPECIFIC TRAINING One of:	INDUSTRIAL MEAT CUTTER Course accredited to NOS	CHEESEMAKER Course accredited to NOS	POULTRY PRIMARY PROCESSING FRONTLINE WORKER Course accredited to NOS	SANITATION WORKER Course accredited to NOS	QA/QC TECHNICIAN Course accredited to NOS	FISH AND SEAFOOD PRIMARY PROCESSOR Course accredited to NOS	FOOD PROCESSING OPERATOR Course accredited to NOS	DAIRY PROCESSING OPERATOR Course accredited to NOS	*NEW* FUTURE NOS TBD Course accredited to NOS
	Principles of Food Safety Food microbiology, foodborne illnesses, indicators of contamination (spilage, microbiological hazards, bacteria, yeasts and molds (good and bad), biological/chemical/physical sources of contamination including allergens)		Quality Control and Quality Assurance Systems Quality control systems, integration, introduction to recall audits, basics of regulatory and compliance, safety and quality specifications		Introduction to Process Control Sampling, Critical Control Points (CCPs), food safety, product quality, characteristics of ingredients and in-process products		* People who have taken programs that are accredited to HACCP Coordinator NOS will receive credit for courses at several different levels in this framework.		* Individuals with a Level 2 Certificate will receive credit towards the knowledge portion of their chosen occupational certification.

Level 1 FOUNDATIONS

SECTOR-SPECIFIC ELECTIVES One of:	KNIFE AND POWER TOOL SKILLS - or - LEVEL 1 MEAT CUTTING CERTIFICATION Use food processing hand and power tools, use knives and saws		FOOD PROCESSING EQUIPMENT Operate food processing equipment (pre-ops, startup, monitor, changeovers, minor maintenance, troubleshooting, lock out)		PRODUCT PACKAGING Prepare materials, portion/weight, fill and seal, bottle/can, label, tray/tray, portion, perform changeover		INVENTORY HANDLING Pick and pack, preparation for shipping, receive, unload, store, etc.						
	INDUSTRY-SPECIFIC ELECTIVES One of:		Introduction to the Animal Food Production Industry*	Introduction to the Grain and Oilseed Industry*	Introduction to the Sugar and Confectionery Industry*	Introduction to the Fruit and Vegetable Industry*	Introduction to the Dairy Industry*	Introduction to the Meat and Poultry Industry*	Introduction to the Fish and Seafood Industry*	Introduction to the Bakery Industry*	Introduction to the Beverage Industry*	Introduction to the Other Food Processing Industry*	
MANDATORY COMMON CORE	Introduction to the Food Processing Industry (144 FPOC course)		Basics of Food Safety What is contamination, overview of allergens, importance of controls, cross-contamination, non-compliance, regulatory overview, proper handling and preservation of processed products, what is traceability, introduction to pest control		Workplace Sanitation		Introduction to Quality Control and Quality Assurance What is a, how does it impact the worker in the workplace		GMPs (food production facility, equipment, cleaning methods, process steps, general hygiene, pest control and sanitation)		SOPs and SSOPs		Workplace and Industrial Safety

WORKPLACE ESSENTIALS

SOCIAL/EMOTIONAL ELECTIVES Minimum of three	Introduction to Emotional Intelligence (Pre-Requliste)	Knowing & Handling Emotions (Self-Mastery)	Adaptability (Self-Mastery)	Stress Management (Resilience)	Empathy (Social Awareness)	Interpersonal Skills (Relationship Management)	Motivation (Self-Actualization)	Positive Attitudes	Creativity and Innovation	
MANDATORY COMMON CORE	Workplace Communication	Thinking Skills	Document Use	Working with Others (Collaboration)	Problem Solving (Decision Making)	Digital Technology Skills	Numeracy	Employer and Employee Expectations	Canadian Workplace Cultures	Food Safety Culture

NOTE: An orange border indicates Food Safety content.

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