



Qualsafe Level 2 Award in
Food Safety
for Retail (RQF)

Qualification Specification

Contents

| | | | |
|--|----------|--|-----------|
| Qualsafe Awards | 3 | Assessment | 9 |
| Qualification overview | 3 | Methods | 9 |
| Objective | 3 | Access to assessment | 9 |
| Intended audience | 3 | Assessment language | 9 |
| Structure | 3 | Quality assurance | 10 |
| Other units | 4 | Centre internal quality assurance | 10 |
| Relationship with other related qualifications | 4 | Qualsafe Awards external quality assurance | 10 |
| Recognition of Prior Learning | 4 | Further information | 10 |
| Entry requirements | 4 | Contact us | 10 |
| Progression | 4 | Useful addresses and websites | 10 |
| Requalification requirements | 4 | Appendix 1 – Qualification unit | 11 |
| Qualification approval requirements .. | 5 | | |
| Trainers | 5 | | |
| Assessors | 6 | | |
| Internal Quality Assurers | 6 | | |
| Venue and equipment | 6 | | |
| Course/Centre administration | 7 | | |
| Registering Learners | 7 | | |
| Certification | 7 | | |
| Delivery and support | 7 | | |
| Learner to Trainer ratio | 7 | | |
| Delivery plan | 8 | | |
| Qualsafe at Home | 8 | | |
| E-Learning | 8 | | |
| Learning materials | 8 | | |
| Ongoing support | 8 | | |

Key qualification information

| | |
|---------------------------------|---|
| Qualification number: | 603/2593/8 |
| Operational start date: | 20-Nov-2017 |
| Guided Learning Hours (GLH): | 6 |
| Total Qualification Time (TQT): | 7 |
| Credit value: | 1 |
| Number of units: | 1 mandatory unit |
| Assessment methods: | • Theory assessment/multiple choice question paper: 1 x 30 question paper (minimum score 20) |



Qualsafe Awards

Not only is Qualsafe Awards (QA) one of the largest Awarding Organisations (AO) in the UK, we are also the biggest AO for First Aid qualifications, making us an extremely trusted and recognisable name that employers look for when selecting a training provider.

We are recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA). This means we can offer Centres an extensive range of qualification suites including First Aid; Prehospital Care; Health and Safety; Mental Health First Aid; Food Safety; Fire Safety; Education and Training; Manual Handling; and Health and Social Care.

With a specialist team of subject matter experts on hand to support our Centres, including A&E Consultants, doctors, paramedics, nurses, physiotherapists and specialists in the other sectors such as mental health, you can be confident that you are truly working with the industry experts.

Qualification overview

This qualification forms part of the QA Food Safety suite of qualifications. The qualification and learning outcomes are based on:

- National Occupational Standards (NOS) for food safety in a retail environment developed by Instructus and People 1st
- Recommendations of good practice outlined by the Food Standards Agency

This qualification should enable Learners to develop their food safety awareness.

This qualification should enable Learners to attain the knowledge of the importance of food safety and maintaining good practice so that they are able to produce safe food.

This qualification specification provides information for Centres about the delivery of the Qualsafe Level 2 Award in Food Safety for Retail (RQF) and includes the unit information, assessment methods and quality assurance arrangements.

Objective

The objective of the qualification is to introduce Learners to the principles and fundamentals of food safety associated with retail. It includes how individuals have a personal responsibility for food safety, the importance of personal hygiene, keeping work areas clean and hygienic, safe food handling practices and keeping food products safe.

Intended audience

This qualification is designed for people who work, or intend to work, in a food retail environment.

Structure

This qualification contains 1 mandatory unit with a Total Qualification Time (TQT) of 7 hours. Full details of this unit are in *Appendix 1*.

Learners must complete all assessments in the unit successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification, including any referrals is 4 weeks.

TQT is the total number of hours required for a Learner to achieve this qualification. It has 2 elements:

- Guided Learning Hours (GLH) is the time a Learner is being taught and assessed under the immediate guidance of a Trainer/Assessor, which for this qualification is 6 GLH (minimum), and



- The number of hours a Learner will reasonably be likely to spend in preparation and study, including assessment, as directed by, but not under the immediate guidance or supervision of a Trainer, e.g. pre-course reading, which for this qualification is 1 hour.

Other units

No other units can be combined to count towards the Qualsafe Level 2 Award in Food Safety for Retail (RQF) qualification.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process for recognising any learning undertaken and/or attained by a Learner. The Learner must prove they have met some or all the learning outcomes and/or assessment criteria for this qualification before RPL can be considered.

Any evidence submitted as RPL must be valid, authentic, reliable, current, sufficient and specific.

In some cases Centres may need to produce mappings against QA learning outcomes and assessment criteria to confirm comparability of qualification certificates and/or evidence being submitted. Mapping templates created by QA must be used for this process. Please see the QA Recognition of Prior Learning (RPL) Policy for further details.

RPL is considered for this qualification with the following potential outcomes:

- Reduction or exemption of learning outcomes or Guided Learning Hours for the units

RPL for this qualification must be approved by QA prior to implementation. Note: Charges may apply.

Entry requirements

Learners must be at least 14 years old on the first day of the training.

There are no other formal entry requirements but to benefit from the learning we advise that Learners have a minimum of Level 1 in literacy.

Progression

Some possible routes of progression are:

- Qualsafe Level 3 Award in Food Safety Supervision for Retail (RQF)

Requalification requirements

We recommend you refresh your training every 3 years.



Qualification approval requirements

Qualsafe Awards requires the Centre:

- To have appropriate policies, systems and procedures in place
- To appoint suitable individuals from their personnel team to train, assess and quality assure their QA qualifications
- To have suitable and adequate venues, equipment and learning resources

In order to secure and maintain approval from QA, Centres need a minimum staffing requirement for each qualification suite they deliver, which for this qualification is:

| | |
|-------------------------------------|--|
| One Trainer/Assessor | Responsible for the delivery and assessment of qualifications |
| One Internal Quality Assurer | Responsible for quality assuring the delivery, assessment and awarding of this qualification |

Qualsafe Awards requires the Centre staff to read and understand QA's key policies and procedures, and to abide by their contents.

Trainers

All Trainers should have the skills, knowledge and experience to be able to teach and demonstrate the subject. Each Trainer must be approved by Qualsafe Awards and provide evidence of:

1. A relevant vocational qualification (see *Vocational qualifications* table)
2. A formal teaching/training qualification (see *Teaching qualifications* table)

| Vocational Qualifications | |
|---|--|
| Ofqual Regulated Level 3 or above Food Safety qualification | Degree or Dip HE in a relevant subject such as Food Science and Nutrition or Food Technology |
| HNC/D in a related subject | Graduate Diploma in a relevant subject such as Food Science or Food Technology |

| Teaching Qualifications | |
|---|---|
| B.Ed, M.Ed | City and Guilds Teacher's Certificate or equivalent |
| PGCE, PCET, Cert Ed | Ofqual Regulated Level 3 Award or Level 4 Certificate in Education and Training |
| NVQ Level 3 in Learning and Development | PTTLS, CTTLS, DTTLS |
| NVQ Level 4 in Learning and Development | Further Education Teacher's Certificate |

(If relevant qualifications or experience do not appear on this list, please provide us with details as these alternatives could be acceptable.)

Trainers are expected to keep up to date with the subject area and provide evidence of continuing professional development (CPD).



Assessors

There is no requirement for a separate Assessor when delivering this qualification. Once Trainers have been approved to deliver the qualification, they can assess Learners.

It is best practice for Trainers to hold a formal (regulated) assessing qualification or attend relevant Assessor CPD training with an Awarding Organisation (AO). However, as a minimum, Trainers must follow the principles outlined in the current *National Occupational Standards for Learning and Development: Standard 9 – Assess learner achievement*. Centres must be able to prove this.

Internal Quality Assurers

All Internal Quality Assurers (IQAs) should have the skills, knowledge and experience to be able to carry out quality assurance activities. Each IQA must be approved by Qualsafe Awards and provide evidence of:

1. A relevant vocational qualification (see *Vocational qualifications* table above)
2. Holding (or be working towards) a formal IQA qualification or have attended QA approved IQA training relevant to this qualification (see *IQA qualifications* table)

| IQA qualifications | |
|--|---|
| Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice | Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice |
| Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice | Conduct the Internal Verification Process SCQF Level 8 (SQA Unit) |
| V1 Conduct Internal Quality Assurance of the Assessment Process or D34 Internally Verify the Assessment Process | Regulated qualifications based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment |
| IQA Training based on the Learning and Development NOS 11 Internally Monitor and Maintain the Quality of Assessment, e.g. QA Internal Quality Assurance CPD training day | L&D Unit 11 Internally Monitor and Maintain the Quality of Workplace Assessment SCQF Level 8 (SQA Accredited) |

As a minimum Centre staff who hold a formal assessing qualification and are committed to following the principles outlined in the current *National Occupational Standards for Learning and Development: Standard 11 – Internally monitor and maintain the quality of assessment* (Centres must be able to prove this through, for example, IQA experience) will be considered.

If relevant qualifications or experience do not appear on this list, please provide us with details as these alternatives could be acceptable.

IQAs are expected to keep up to date with the subject area and provide evidence of CPD.

Full details of the Centre's requirements for internal quality assurance are in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Note: IQAs cannot quality assure a course for which they were the Trainer and/or Assessor.

Venue and equipment

Quality training involves using premises conducive to learning and it is a Centre's responsibility to make sure all venues used for training and assessment purposes are suitable and adequate – whether these are hired or in-house training rooms. They must also comply with all current legislation.



In addition, it is important to use a wide range of equipment and learning resources to support delivery.

As a minimum, Centres must make sure their venues, equipment and other resources include:

| Area: | Requirements: |
|--|--|
| Training venue | The training venue must meet acceptable health and safety standards and be conducive to learning, with sufficient: size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise. The theory assessment space should allow Learners to sit at least 1 metre apart to prevent collusion. |
| Audio visual (AV) equipment and training aids | Sufficient AV equipment and training aids to facilitate learning using varying teaching methods. |
| Learning materials | Provide Learners with clear and accurate reference books/handouts covering the topics included in the qualification. |

Note: Learners should sit at least 1 metre apart to prevent collusion during the theory/multiple choice question paper assessment.

Course/Centre administration

Registering Learners

Register Learners with Qualsafe Awards in accordance with the guidance in the *QA Centre Handbook*.

Certification

After a Learner has completed an assessment, unit or qualification, whether they have passed or not, Centres must enter the details and assessment results on the QA Customer Portal at: www.qualsafeawards.org

Centres will be given login details and guidance on using the QA Customer Portal when they are approved to deliver a QA qualification.

The Learner receives a certificate on achieving this qualification.

The certificate date is the date the Learner achieves the final unit.

QA have developed a verification tool that means the validity of every certificate can be verified online. This verification tool can be found on the QA website.

Delivery and support

Learner to Trainer ratio

To maintain the quality of training and assessment, make sure the class ratio is no more than 16 Learners to 1 Trainer for face-to-face courses. The assessment space should allow Learners to sit at least 1 metre apart to prevent collusion during the theory/multiple choice question paper assessment. Never allow more Learners on the course than you can cater for during the assessment.

Note: While this ratio of 16 Learners to 1 Trainer for face-to-face courses is strongly recommended for the Qualsafe Level 2 Award in Food Safety for Retail (RQF) qualification, Centres may apply to QA to extend this ratio to 24 Learners to 1 Trainer if there are no practical assessments/skills tests. You must demonstrate that:

- Learners will not be disadvantaged



- The Trainer is experienced in this subject area with a low Trainer risk rating
- The venue has sufficient assessment space to allow Learners to sit at least 1 metre apart (to prevent collusion during the multiple choice question paper assessment)

All requests **must be approved** by Qualsafe Awards **before** any increase in Trainer/Learner ratio.

This qualification may be delivered and/or assessed digitally through Qualsafe at Home. To maintain the quality of training and assessment for remote/online courses, make sure the class ratio is no more than 8 Learners to 1 Trainer. The assessment session must be invigilated 'live' via an appropriate video conferencing facility. Learners must meet all the technical, equipment and invigilation requirements to sit the theory/multiple choice assessment via the QA e-Assessment platform.

Note: You should never allow more Learners on the course than you can cater for during the assessment.

Delivery plan

Qualsafe Awards provides Centres with a complimentary course programme and detailed lesson plans, which are carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments.

Centres not using QA lesson plans, which are created and provided free, must submit their own delivery plan and have it approved by us **before** delivering this qualification. The delivery plan should:

- Include a course timetable, clearly showing the required subjects and criteria/learning outcomes are covered and the minimum 6 GLH are met
- Be carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments
- Be emailed to: info@qualsafeawards.org

Qualsafe at Home

This qualification can be delivered online using a virtual classroom. It can be delivered entirely online by combining remote training and an invigilated e-Assessment or Learners can complete the remote training and then attend a face-to-face assessment session. Further details about the requirements for delivering a Qualsafe at Home course are available to approved Centres in the 'Centre downloads' section of their QA Customer Portal. All Centres must seek approval for remote training and/or e-Assessment by completing the *Qualsafe at Home Centre Application*. All Centre staff involved in the remote delivery and/or assessment for this qualification must read and understand all guidance and requirements in advance of delivery.

E-Learning

QA has devised e-Learning for this qualification. If choosing the e-Learning option, Learners must complete the QA e-Learning course first and then attend a regulated assessment session invigilated by their QA training provider.

Learning materials

Centres must provide each Learner with a suitable reference book that covers the lesson plans and learning outcomes for this qualification. We recommend:

- *Level 2 Food Safety Made Easy* by Qualsafe.com

Centres can choose alternative books or other learning materials but these **must be approved** by Qualsafe Awards prior to use. Note: Charges may apply.

Ongoing support

Qualsafe Awards Centres should provide appropriate levels of support to Learners throughout the qualification. The purpose of the support is to:



- Assess knowledge and competence in relation to learning outcomes and the detailed assessment criteria of the unit within the qualification, see *Appendix 1*
- Give Learners feedback on their progress and how they might be able to improve

Assessment

Methods

Qualsafe Awards has devised externally set, internally marked assessment tools for face-to-face assessments to make sure Learners are assessed against the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in *Appendix 1*. Centres should download all assessment papers from the QA Customer Portal in advance of the course.

For this qualification there is a theory assessment/multiple choice question paper with 1 paper for each Learner and Learners should answer all the questions under 'examination' conditions, see *QA Multiple Choice Question Paper Guidelines*:

- The maximum time allowed is 45 minutes
- The minimum mark is 20 out of 30 to be considered for an overall 'Pass'

There are 2 possible grades available of Pass or Fail. All mandatory areas of assessment must individually meet or exceed the required pass criteria/mark for the Learner to achieve this qualification.

Alternatively, Learners may complete an externally set, externally marked invigilated e-Assessment. The time allowed, number of questions and minimum mark requirements are the same as the face-to-face assessment.

Note: Centres should download all assessment papers from the QA Customer Portal in advance of the course

Access to assessment

Qualsafe Awards is committed to equality when designing the assessments for this qualification. Centres can make sure they do not unfairly exclude the assessment needs of a particular Learner by following the *QA Access to Assessment Policy* to determine whether it is appropriate to make a:

- Reasonable adjustment or
- Special consideration

When using the QA e-Assessment platform, Centres can apply additional time to a multiple-choice assessment for specific Learners who require a reasonable adjustment.

When a reasonable adjustment is made or requested, e.g. written or theory assessment delivered verbally, Centres must complete a Reasonable Adjustment Form and send it to QA with any relevant supporting evidence. Centres should retain a copy of this form for their own records.

Learners may be eligible for special consideration if they have been affected by adverse circumstances beyond their control. A Special Consideration Request Form should be completed and sent to QA for consideration with along supporting evidence prior to implementation. Centres should retain a copy of this form for their own records.

Note: If you have any suggestions for improvements, please let us know.

Learners should be informed about the Centre's and QA's appeals and complaints procedures and how they can access these. Information about these procedures can be found in the *QA Training Commitment* which should be presented to Learners during their course.

Assessment language

Assessment in British Sign Language (BSL) may be permitted for this qualification for the purpose of a Reasonable Adjustment. See *QA Access to Assessment Policy*.



Assessment in languages other than English may be permitted. However, the certificate issued could only be used to support a role in the workplace as long as proficiency in English is not required for the role supported by this qualification. See *QA Language Policy*.

Prior approval from QA is required before any assessment is delivered through BSL or a language other than English. Any request received will be considered in terms of viability and there may be charges depending on the work required to meet the request, e.g. translating assessment papers.

If a Learner passes the assessment process in another language or through BSL, their certificate will show extra information, including the language of assessment and if required, confirmation of the context in which the certificate can be used.

Quality assurance

Centre internal quality assurance

The Centre is required to sample a reasonable amount of assessments as part of the quality assurance of the qualification. This standardisation of assessment across Learners and Trainers is to make sure there is fairness and consistency in assessment practices. Centres are required to adhere to QA's internal quality assurance requirements. Further details can be found in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Centres must retain all Learner documents and records for a period of 3 years and make sure these are available for review by Qualsafe Awards or our representatives, e.g. External Quality Assurers (EQAs), on request.

Qualsafe Awards external quality assurance

QA operates a system of ongoing monitoring, support and feedback for approved Centres.

QA employs a risk-based model to decide the frequency of external quality assurance activity.

Further details of the QA external quality assurance programme are available in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Further information

Contact us

If you have any queries or comments we would be happy to help you, contact us:

Email: info@qualsafeawards.org

Tel: 0330 660 0899

Useful addresses and websites

- Qualsafe Awards, City View, 3 Wapping Road, Bradford, BD3 0ED: www.qualsafeawards.org/home
- Office of Qualifications and Examinations Regulation (Ofqual): www.gov.uk/government/organisations/ofqual
- Scottish Qualifications Authority (SQA) Accreditation: <http://accreditation.sqa.org.uk>
- Qualifications Wales: <https://www.qualificationswales.org/>
- Council for the Curriculum Examinations and Assessment (CCEA): <https://ccea.org.uk/regulation>
- Food Standards Agency: www.food.gov.uk



Appendix 1 – Qualification Unit

The Qualsafe Level 2 Award in Food Safety for Retail (RQF) has 1 unit that Learners are required to complete in order to achieve the qualification.

| | | |
|---|---|---|
| Title: | The Principles of Food Safety for Retail | |
| GLH: | 6 | |
| Level: | 2 | |
| Credit value | 1 | |
| Learning outcomes The Learner will: | Assessment criteria The Learner can: | Indicative content |
| 1. Understand how individuals can take personal responsibility for food safety | 1.1 Identify the importance of food safety procedures | <ul style="list-style-type: none"> • Advantages of getting food safety right • Costs of poor practices |
| | 1.2 State how to report food safety hazards, infestations and food spoilage | <ul style="list-style-type: none"> • The 7 principles of HACCP: <ol style="list-style-type: none"> 1. Conduct a hazard analysis 2. Identify Critical Control Points (CCPs) 3. Set critical limits for each CCP 4. Set up checks for each CCP 5. Corrective action 6. Verification 7. Record keeping • Enforcement, e.g. Environmental Health Practitioners |
| | 1.3 Recognise the legal responsibilities of food handlers and food business operators | <p>Food Handlers:</p> <ul style="list-style-type: none"> • Legal responsibilities • To maintain good levels of personal hygiene • To wear appropriate personal protective equipment • Reporting personal illnesses • Following organisational procedures • Reporting of food safety hazard <p>Food Business Operators:</p> <ul style="list-style-type: none"> • Legal responsibilities – risk to business including: reputational damage; types of notice; and consequences of not complying such as fines and prison sentence • Registering with local authority • Organisational procedures e.g. record keeping; complying with temperature controls • Having an effective food safety management system • Due diligence |



| | | |
|--|--|---|
| 2. Understand the importance of maintaining personal hygiene | 2.1 Recognise the importance of personal hygiene in food safety including its role in reducing the risk of contamination | <ul style="list-style-type: none">• Legislation, e.g. reporting illness• Reduction of contamination, e.g. good design of food premises• Reduction of cross-contamination, e.g. good hand hygiene |
| | 2.2 Identify effective personal hygiene practices | <ul style="list-style-type: none">• Personal protective clothing• Hand washing• Hair• Jewellery• Personal illnesses• Cuts and wounds |
| 3. Understand how to keep the working area clean and hygienic | 3.1 Identify how to keep the work area and equipment clean and tidy | <ul style="list-style-type: none">• When to clean• Cleaning schedules• Cleaning and disinfection methods• Safe use and storage of cleaning materials• Design of premises and equipment, e.g. adequate lighting and ventilation, non-slip floors |
| | 3.2 State the importance of safe waste disposal | <ul style="list-style-type: none">• Prevention of bacteria• Prevent pest infestation• Types of waste• Safe storage of waste• Ideal features of indoor and outdoor bins |
| | 3.3 Identify the importance of pest control | <ul style="list-style-type: none">• Common food pests• Signs of pests• Prevention• Reporting signs of pests• Preventing contamination• Preventing damage• Consequences for the food business |



| | | |
|--|---|---|
| 4. Understand the importance of keeping products safe | 4.1 Identify the risk to food safety from contamination and cross-contamination | <ul style="list-style-type: none"> • Microbial contamination, e.g. bacteria, cross-contamination • Chemical contamination, e.g. cleaning materials, insecticides, pest poison • Physical contamination, e.g. hair, insects, machinery parts, packaging, dirt • Allergenic hazards – 14 major allergens, the importance of controlling allergens • High-risk foods • People at higher risk of food poisoning |
| | 4.2 State how contamination of food can cause illness or injury | <ul style="list-style-type: none"> • Allergic reactions • Food poisoning • Foodborne diseases |
| | 4.3 Identify safe food handling practices and procedures | <ul style="list-style-type: none"> • Display units • Dry stores • Food preservation • Refrigeration • Freezer • Cooking and reheating • Hot holding • Cooling • Thawing |
| | 4.4 Recognise the importance of temperature controls | <ul style="list-style-type: none"> • Temperature controls for: <ul style="list-style-type: none"> ◦ cooking; reheating ◦ hot holding ◦ refrigerated deliveries; refrigerating and cold holding; chilled display and cold stores ◦ frozen deliveries; deep freezing • Danger zone |
| | 4.5 Identify stock control procedures | <ul style="list-style-type: none"> • Deliveries • Storage • Date marking • Stock rotation |
| | 4.6 Identify how to deal with food spoilage | <ul style="list-style-type: none"> • Food spoilage • Recognition • Causes • Reporting • Disposal |

Note: Full and detailed qualification content is available to approved Centres in the form of lesson plans and a training presentation which are provided free of charge.



www.qualsafeawards.org

Tel: 0330 660 0899

Email: info@qualsafeawards.org

