

Food Inspection Quality Assurance Program

Connecticut Department of Public Health Food Protection Program



TABLE OF CONTENTS

I.	Purpose	3
II.	Glossary of Terms	4
III.	Food Inspection Training Officer	7
	Responsibilities	7
	Designation of a FITO	7
IV.	Food Inspector Certification Process	9
	Candidates with no prior experience	9
	Candidates with prior inspection experience	10
	Training New Candidates for Certification	11
	Curriculum	12
	Training Plan and Log	15
	Creating Your Training Plan	19
	Preparing for Field Training Inspections	25
	Conducting Field Training Inspections	27
	Documenting Training Progress and Accomplishments	32
	<i>Training Plan and Log Form</i>	38
	<i>Candidate Training Log (optional)</i>	53
	<i>Field Training Inspections Establishment Log</i>	55
V.	Self-assessment Program	57
	Program Overview	57
	Inspection Report Form Review	58
	<i>Inspection Report Review Form</i>	60
	Joint Inspections	62
	Certified Food Inspector Field Standardization Evaluation Form Guidance ...	63
	<i>Certified Food Inspector Field Standardization Evaluation Form</i>	67
	Risk factor violation frequency tracking	70
	Document retention	70
	Inactive Inspectors or Inspectors Employed by Other State Agencies	70
VI.	FPP Program Evaluation	71
VII.	Flow chart for Certified Food Inspectors to become a Food Inspection Training Officer	72
VIII.	Flow chart for new employees (candidates) to receive Food Inspector Certification	73

PURPOSE

This manual was developed to enhance Connecticut's conformance with the Food and Drug Administration's (FDA) National Retail Food Regulatory Program Standards by providing a quality assurance process to improve uniformity of food establishment inspections. Section 19-13-B42 the Regulations of Connecticut State Agencies, require a new inspector (candidate) to successfully complete classroom training and obtain a passing score on a final written exam, as well as complete a series of inspections with a Standardization Officer from the Department of Public Health Food Protection Program (DPH FPP). In anticipation of the approval of regulations to implement the FDA Food Code and regulations for food establishments, the Connecticut General Statutes (CGS) have been revised to reflect this expected change. CGS Section §19a-36j(a) states, "the Commissioner shall develop a training and verification program for food inspector certification that shall be administered by the food inspection training officer (FITO) at a local health department." The DPH is committed to the development of a quality assurance program to ensure uniformity among certified food inspectors in the interpretation and application of regulations, policies, and procedures related to the inspection process and enforcement. The quality assurance program that has been developed includes a standardized training program for both FITOs and candidates for food inspector certification, a protocol for continuous oversight of in-house food inspection programs, and a mechanism for the FPP to evaluate the overall program to ensure quality inspections are being conducted at the required frequency in a uniform manner. Additionally, as a participant in the FDA National Retail Food Regulatory Program Standards, this manual serves to meet the minimum criteria noted in Standard 4, *Uniform Inspection Program* and Standard 2, *Trained Regulatory Staff* and bring Connecticut within reach of national uniformity of food inspection programs.

The manual consists of distinct parts that form the framework of the quality assurance program. Section III consists of a protocol that prepares FITOs for their role as both a trainer and an evaluator. Section IV consists of a training program that prepares new employees to the food program for food inspector certification (herein referred to as "candidates"). The protocols and forms provided in Sections III and IV are the foundation of the standardized inspection process, as it relates to Standard 2.

Section V provides the framework and processes for local health departments (LHDs) to conduct an in-house self-assessment program to ensure standardized inspections are continuously occurring, as it relates to Standard 4.

This manual has been developed utilizing FDA grant # 1U18FD005569, *Advancing Connecticut's Conformance with the FDA Retail Food Regulatory Program Standards*.

The CT DPH FPP would like to thank and acknowledge the following agencies and individuals who were instrumental in bringing this quality assurance program to fruition: *the Conference for Food Protection, Brookfield Health Department, Chesprocott Health District, Manchester Health Department, Ledge Light Health District, Uncas Health District, Wallingford Health Department, Monroe Health Department, Milford Health Department, the Quinnipiac Valley Health District, Cynthia Costa, Katie Baldwin, Alyssa Brochu, and Samantha Fresilli.*

GLOSSARY OF TERMS

Candidate: is an individual newly hired or newly assigned to the regulatory retail food protection program. These individuals may or may not have prior inspection experience, but do not possess food inspector certification issued by the DPH. Candidates are in the process of learning and successfully demonstrating the competencies identified in the training plan as essential for conducting effective food safety inspections.

Candidate-Led Inspection: is a joint field-training inspection that includes both the LHD's FITO and the candidate, where the candidate takes the lead and is responsible for conducting the inspection per the administrative procedures and policies in this manual. The candidate's inspection approach, communication techniques, and food safety priorities should reflect those followed as if he/she were conducting an independent inspection. Candidate-led inspections provide an opportunity for the LHD's FITO to observe the candidate as he/she demonstrates competencies, and to identify those competencies that have yet to be learned or were not properly demonstrated.

Certified Food Inspector (CFI): is a regulatory employee employed by a local health department who has met the requirements and demonstrated specified competencies to receive a certificate from the Commissioner of the DPH to conduct food safety inspections at food establishments in Connecticut.

CFI/FITO-led Inspection (shadow inspection): is a joint field-training inspection that includes both the LHD's CFI/FITO and the candidate, where the CFI/FITO conducts the inspection per the procedures and policies contained herein, while teaching the candidate how to conduct the inspection. The CFI/FITO's inspection approach, communication techniques, and food safety priorities should be explained to and observed by the candidate to prepare them for conducting an independent inspection.

Competency: is the state or quality of being adequately or well qualified; having the ability to perform a specific duty, task or role as measured by comparison against a standard of performance.

As used in the context of the *Field Training protocol*, "competency" means:

- The demonstration of one or more skills (job tasks) based on knowledge derived from educational programs and experience;
- The ability to perform a task with expected outcomes under the varied circumstances of the real world; and
- The effective application of knowledge and skill in the work setting.

Moreover, "competencies" also refer to a specific list of job tasks appropriate for each performance element.

Conference for Food Protection (CFP): is a biennial forum comprised of representatives from the food industry, government (local, state, federal), academia, and consumer organizations to identify and address emerging problems of food safety and to formulate consensus recommendations through a balanced and deliberative process. Although the Conference has no formal regulatory authority, it is an organization that profoundly influences model food safety laws and regulations among all government agencies and minimizes different interpretations and implementation.

Consistent pattern of behavior: is a recurring pattern of action or performance that is recognizable and distinctive. As used in the context of the *Field Training protocol*, a “consistent pattern of behavior” means:

- The candidate can explain the purpose/objective of a job task and the steps necessary to carry it out effectively;
- The demonstration of a clear understanding of a given competency; and
- A collective set of FITO observations which indicate that the candidate can successfully demonstrate the competency correctly and repeatedly.

Establishment risk category: a designation assigned to a food establishment based on risk and determines the frequency of inspection. Standard 3 of the FDA Program Standards requires that regulatory jurisdictions use a process that groups food establishments into categories based on potential and inherent food safety risks. Annex 5, Table 1 of the *FDA Food Code* provides an illustration for using risk categorization of food establishments with four categories. Connecticut uses its own definitions of classification, modeled after Table 1, Annex 5.

FDA National Retail Food Regulatory Program Standards: a voluntary set of standards developed through the CFP process and offered by FDA to promote continuous improvement and uniformity among regulatory retail food protection programs. The Program Standards serve as a model foundation and are designed to assist managers of regulatory retail food protection programs in their ability to enhance the services they provide to the public. When applied in the intended manner, the Program Standards should:

- Identify program areas where an agency can have the greatest impact on retail food safety;
- Promote wider application of effective risk-factor intervention strategies;
- Provide information needed to justify maintenance or increase program budgets;
- Lead to innovations in program implementation and administration; and
- Improve industry and consumer confidence in retail food protection programs by enhancing uniformity within and between regulatory agencies.

This *Field Training protocol* was developed using the *FDA Draft Voluntary National Retail Food Regulatory Program Standards, Standard 2-Trained Regulatory Staff* as the basis for required elements. Standard 2-Trained Regulatory Staff applies to the essential elements of a training program for regulatory staff and requires that staff have the knowledge, skills, and abilities to adequately perform their required duties. Additional information can be found at: <http://www.fda.gov/Food/GuidanceRegulation/RetailFoodProtection/ProgramStandards/ucm245414.htm>

Field Training Worksheet: is a form that can be used by a CFI or FITO to record observations when a candidate is demonstrating various competencies essential to conducting effective food inspections.

Food Inspection Training Officer (FITO): is a CFI designated by the FPP as having the field experience, knowledge, and communication skills necessary to train and assess other certified food inspectors and candidates, and who have been assigned this training responsibility. The FITO is responsible for observing the candidate as he/she demonstrates competencies identified in the training plan, and providing feedback to the candidate throughout the training process regarding their ability to demonstrate the competencies.

Inspection Training Area: is a generalized grouping of similar performance elements combined together under a single category. As used in the context of the *Field Training protocol*, there are six (6) Inspection Training Areas:

- I. Pre-Inspection;
- II. Inspection Observations and Performance;
- III. Oral Communication;
- IV. Written Communication;
- V. Professionalism; and
- VI. Additional Inspection Areas (jurisdiction specific).

Performance Element: is a general description of a group of competencies (job tasks) to be performed by an employee in a particular area of work. Performance Element descriptions are highlighted in the gray shaded boxes of the *Training Plan and Log* and the *Field Training Worksheets* included in the *Field Training protocol*.

Pre/Post-Requisite Curriculum: is a specified food safety training curriculum designed to provide candidates with an understanding of the essential food safety and public health principles needed to effectively conduct food safety inspections. Areas of study include:

- Public health principles;
- Prevailing statutes, regulations, and ordinances;
- Communication skills; and
- Microbiology.

Training Plan and Log: is a structured approach for a regulatory retail food protection program to identify and document training content, determine training methods, and track a candidate's progress in demonstrating competencies specific to their job responsibilities and essential for conducting independent food safety inspections.

Food Inspection Training Officers (FITO)

Responsibilities

FITO responsibilities can be broken down into two distinct areas: training of candidates for initial certification and conducting assessments of food inspection programs, including individual certified food inspectors (CFIs). When a LHD hires a new employee or transfers an existing employee to the food protection program, FITOs will be responsible for ensuring these individuals receive the required training in order to successfully complete food inspector certification. The FITO will follow the standardized protocols and procedures that are outlined in this manual to ensure these individuals understand how to conduct an effective risk-based inspection. The FITO will also be responsible for completing an assessment of each CFI, as described in the self-assessment section of this manual.

Selected LHDs (based on the number of food establishments and CFIs conducting inspections) will have an in-house FITO. LHDs who only have one or two CFIs may consider arranging for a neighboring LHD FITO to provide quality assurance services. The concept of the FITO was gleaned from the Conference for Food Protection's definition of "trainer" as written in the *CFP Field Training Manual for Regulatory Retail Food Safety Inspection Officers (5-31-13 CFP Update)*, which describes the trainer as "*an individual recognized by a LHD's food safety program manager as having field experience and communication skills necessary to train candidates and conduct assessments of those currently certified*".

Designation of a FITO

STEP 1. Eligibility

FITOs must be nominated by the Director of Health (DOH), be currently certified by the Commissioner of the DPH to conduct food establishment inspections, spend a majority of his/her time conducting food inspections, and be proficient in the interpretation and application of current statutes and regulations affecting food establishments.

STEP 2. Completion of Courses

All nominated FITOs must have completed the FDA-ORAU "Pre" and "Post" course curriculum along with the Allergen, Communications, and FEMA supplemental courses, as outlined in Standard 2 of the FDA Retail Program Standards and described in EHS Circular letter #2018-18.

STEP 3. Initial Training and Standardization

All nominated FITOs are required to attend a one-day classroom training session that includes a general overview of the process for training candidates using the training manual; instruction regarding the completion of training forms; the process for conducting assessments; document retention; and other topics associated with the FITO's duties. Upon completion of the classroom training, the nominated FITO will complete eight joint field inspections with a FPP standardization officer that will be documented on the *Certified Food Inspector Field Standardization Evaluation Form* found on page 67. This step is critical for improving the uniformity of inspections across the state. In order to be designated as a FITO, the individual must satisfactorily demonstrate 90% of the competencies on the form. If successful, the FITO will receive a letter of designation from the DPH.

STEP 4. Continued Designation

In an effort to maintain a standardized inspection process across the state over time, all designated FITOs will be required to be re-standardized by conducting multiple joint inspections with the FPP every five years. The purpose of the joint inspections is to ensure that the FITO continues to employ the standardized inspection process. The FITOs will not have an inspection report review conducted since they will be conducting joint inspections with a FPP Standardization Officer and the inspection report form will be evaluated during that time. FITOs will be awarded 10 contact hours for successfully completing the re-standardization process every five years.

Personal Action Plan (If Required)

The DOH will be responsible for ensuring designated FITOs are performing training and assessment activities in the prescribed standardized manner. If, during the program evaluation conducted by the FPP, it is determined that the current FITO is not performing the duties associated with the designation, the FPP will work with the DOH and FITO to institute a personal action plan. Because each situation is unique, the plan may include, but is not limited to, a meeting between the FPP, FITO, and DOH to discuss the findings and provide an opportunity for the FITO to explain any reasons for not performing the expected duties, re-standardization of the FITO, or if performance does not improve, assignment of FITO duties to another inspector who will complete the necessary steps to become the new designated FITO.

Food Inspector Certification Process

Food Inspector Candidates with No Prior Inspection Experience

Employees of LHDs with no prior food inspection experience who are candidates for food inspector certification, will need to meet the requirements outlined in CGS §19a-36j and be trained according to the process provided in this manual. Eligibility requirements to become an inspector include possession of a Bachelor's degree or three years of regulatory experience in lieu of a degree and current employment by a LHD.

All candidates employed by a LHD are expected to use the same curriculum and complete the same training protocol. This ensures that the foundation training candidates receive is in conformance with the standardized protocol contained within the manual. The *Conference for Food Protection Field Training Manual for Regulatory Retail Food Safety Inspection Officers* (5-31-13 CFP Update), and Standard 2 of the FDA Retail Food Program Standards were the basis for this section of the manual.

Training requirements under 19-13-B42 include successful completion of:

- FDA ORAU online courses
- An examination administered by the FPP through the Environmental Health Training Program at Southern Connecticut State University
- 25 shadowing inspections with CFIs or FITO
- A minimum of 10 candidate-led inspections with the FITO

Certification will be issued upon successful completion of:

- a review of the training documentation by the FPP
- four standardization inspections with the FPP standardization officer

The DOH initiates the food inspector certification process by submitting a certification request form to the FPP Coordinator. This should be done as soon as a candidate begins their training with the LHD to ensure that eligibility requirements are met and then updated when training is completed. After the candidate's LHD training is complete, the candidate's training logs are submitted to the FPP by the FITO with a request for field standardization and all candidate-led inspections conducted by the candidate. If the documentation indicates the candidate is ready, the FPP standardization officer will contact the candidate to schedule field standardization. If certification is successful, the candidate is required to submit their first 15 independently-conducted inspection reports to the FPP for review.

Field standardization is the evaluation process used by the FPP standardization officer to determine whether a candidate has obtained adequate training and knowledge for food inspector certification. The expectation during field standardization is that the training protocol provided in this manual and administered by the FITO will have prepared the candidate for certification. If, during the first field standardization inspection, the FPP standardization officer observes that the candidate has not demonstrated the required competencies to complete the certification process, the officer will stop the standardization inspection and contact the DOH and FITO to discuss next steps.

Candidates who successfully complete the field standardization will receive their food inspector certification, valid for three years. Recertification requires completion of 16 contact hours of approved training and three joint inspections with a FITO (included as part of the self-assessment program) within the three year period.

Food Inspector Candidates with Prior Inspection Experience

In cases where a candidate, who possesses prior regulatory food establishment inspection experience but does not hold a current Connecticut food inspector certification, is hired by a LHD, the FITO may modify the number of shadowing inspections required to be completed by the candidate. The experienced candidate must still meet the qualifications for certification, complete the FDA ORAU online courses (if documentation has not been provided showing prior completion) and conduct a minimum of 10 candidate-led inspections. However, the number of shadowing inspections may be reduced by the FITO based on the candidate's prior experience including demonstrated knowledge and ability to conduct an inspection. The FPP can assist the FITO with determining an appropriate training plan in accordance with this manual.

Training New Candidates for Certification

BACKGROUND

The CFP has progressed through multiple stages in the development of a nationally recognized model for training and standardizing regulatory CFIs responsible for conducting food safety inspections. Research conducted by CFP revealed that existing training and standardization programs were nearly as varied as the number of regulatory jurisdictions throughout the country. In response, a model multi-tiered approach for training and standardizing CFIs was developed using the *FDA National Retail Food Regulatory Program Standards, Standard 2 – Trained Regulatory Staff*.

This *Field Training protocol* focuses on two components of this multi-tiered approach contained in Standard 2 –the pre and post-requisite coursework and the field training model for preparing newly hired candidates or individuals newly assigned to the regulatory retail food protection program to conduct independent food safety inspections. The instructions and worksheets provided in this manual constitute the training process, not the certification or an audit process.

The work within this document represents the culmination of years of research and review by subject matter experts by the CFP, comprised of psychometricians and representatives from state and local regulatory retail food protection programs; industry trade associations; retail food and foodservice operations; academia; and the FDA’s Office of Regulatory Affairs University (ORAU). The coursework and training process are the basis for much of the criteria that is contained in Steps 1 and 2 of *Standard 2– Trained Regulatory Staff, FDA National Retail Food Regulatory Program Standards*. Moreover, ongoing use of this model will both enhance the effectiveness of regulatory retail food safety inspections across the country and increase uniformity among regulatory professionals.

Curriculum

PRE-REQUISITE AND POST- REQUISITE COURSES

PRE-REQUISITE COURSES

The CFP has worked with the FDA to identify a pre-requisite curriculum designed to provide a candidate with a solid understanding of essential food safety and public health principles needed to conduct effective retail food safety inspections. The candidate must complete the pre-requisite coursework prior to conducting shadow inspections.

POST-REQUISITE COURSES

Over 100 food safety related courses are accessible from the FDA ORAU web site. The CFP has worked with FDA to identify courses that a candidate needs to complete prior to being certified.

All pre-requisite and post-requisite courses can be completed via web-based training and are available from FDA's ORAU through Compliance Wire at:

<https://www.compliancewire.com/CW3/Standard/Authentication/LogIn>

Additional information regarding these classes can be found at:

<https://www.fda.gov/Training/ForStateLocalTribalRegulators/ucm120925.htm>

Employees of regulatory agencies with food protection responsibilities can obtain free access to these course offerings. The time needed to complete the pre- and post-requisite courses will vary from one candidate to another. The pre-requisite and post- requisite curriculum, required for candidates in Connecticut is shown on the following page.

Curriculum (“Pre”) courses

PUBLIC HEALTH PRINCIPLES

1. Public Health Principles (90) FDA36

MICROBIOLOGY

Food Microbiological Control (series):

1. Overview of Microbiology (60)MIC01
2. Gram-Negative Rods (60)MIC02
3. Gram-Positive Rods & Cocci (90)MIC03
4. Foodborne Viruses (60)MIC04
5. Foodborne Parasites (90)MIC05
6. Mid-Series Exam (30)MIC16
7. Controlling Growth Factors (90)MIC06
8. Control by Refrigeration & Freezing (60)MIC07
9. Control by Thermal Processing (90)MIC08
10. Control by Pasteurization (90)MIC09
11. Control by Retorting (90)MIC10
12. Technology-Based Food Processes (120)MIC11
13. Natural Toxins (90)MIC12
14. Aseptic Sampling (90)MIC13
15. Cleaning & Sanitizing (90)MIC15

PREVAILING STATUTES, REGULATIONS, ORDINANCES

1. Basic Food Law for State Regulators (60) FDA35
2. Basics of Inspection: Beginning an Inspection (90) FDA38
3. Basics of Inspection: Issues & Observations (90) FDA39
4. An Introduction to Food Security Awareness (60) FD251
(<https://www.fda.gov/training-and-continuing-education/office-training-education-and-development-oted/introduction-food-security-awareness>) **NOTE:** required exam is available via (www.compliancewire.com)
5. FDA Food Code (**Note:** there are 11 modules for this course)

COMMUNICATION SKILLS

1. Communication Skills for Regulators(60) CC8011W

Course can be accessed through:

https://oraportal.fda.gov/stc/ORA/psciis.dll?linkid=675280&mainmenu=ORA&top_frame=1

Curriculum (“Post”) Courses

Basics of HACCP (series):

1. Overview of HACCP (60)FDA16
2. Prerequisite Programs & Preliminary Steps (60)FDA17
3. The Principles (60)FDA18

ALLERGEN MANAGEMENT

1. Food Allergens (60) FD252 <http://class.ucanr.edu/>

EPIDEMIOLOGY

Foodborne Illness Investigations (series):

1. Collecting Surveillance Data (90)FI01
2. Beginning the Investigation (90)FI02
3. Expanding the Investigation (90)FI03
4. Conducting a Food Hazard Review (90)FI04
5. Epidemiological Statistics (90)FI05
6. Final Report (30)FI06

EMERGENCY MANAGEMENT

FEMA – Incident Command System and National Incident Management System: Course available from FEMA web link- <http://training.fema.gov/IS/NIMS.asp>

3. IS-100.a, Introduction to Incident Command System, (180) ICS-100 or IS-100 for FDA
4. IS-200.a, ICS for Single Resources and Initial Action Incidents, (180)ICS-200
5. IS-700.a, NIMS an Introduction, (180) ICS 700

The Training Plan and Log

TRAINING PLAN AND LOG

The *Training Plan and Log* (pg. 38) provides a structured approach for identifying the training content, determining the training methods, and tracking the candidate's progress in successfully demonstrating performance elements and competencies specific to their job responsibilities.

The *Training Plan and Log* provides areas for documenting:

- Candidate and CFI or FITO information;
- A jurisdiction's method of training for each of the competencies;
- Completion of performance elements and/or competencies for each training area;

And additional forms to be included with the *Training Plan and Log*:

- Maintaining a weekly training log for tracking accomplishments and identifying future training goals (pg. 53); and
- Tracking the number and type of retail food and/or food establishments included as part of the field training inspections (pg. 55).

TRAINING PLAN and LOG

NOTE: The Training Manual for candidates should be reviewed prior to using the Training Plan and Log.

Candidate's Name:		Start Date of the Training Process:	
Candidate's Agency:			
CFI/FITO Name (if multiple trainers list all):		CFI's/FITO's Agency:	
1.			
2.			
3.			
4.			
Signatures below indicate candidate has completed all curriculum and field training elements and is ready for Field Standardization with the DPH FPP.			
Completion Date of Pre and Post--requisite Coursework:			
Pre		Post	
Completion Date - (Performance Elements & Competencies):			

DESCRIPTION OF HEADER INFORMATION

Candidate's Name – The name of the individual who will receive the training.

Candidate's Agency – The name of the LHD where the candidate receiving training is employed.

Start Date of the Training Process – The date any part of the candidate's training for conducting independent food safety inspections is initiated; this includes review of the jurisdiction's procedures, rules, manuals; classroom or web-based coursework; joint field training inspections; or other training methods identified in the jurisdiction's training plan.

CFI/FITO's Name (if multiple trainers, list all) – The name(s) of the individual(s) delivering or overseeing the training of the candidate. May be the FITO or another CFI, depending on the task.

CFI/FITO's Agency – The name of the LHD or agency where the CFI/ FITO is employed.

Completion Date of Pre/Post-requisite Coursework – The date the candidate completes all pre/post-requisite coursework identified by the Conference for Food Protection as essential for conducting independent food safety inspections.

Completion Date – (Performance Elements & Competencies) – The date the candidate has successfully demonstrated all performance element competencies identified in the jurisdiction's training plan. At this point, the jurisdiction's FITO and/or DOH have determined that the candidate is now ready for field standardization to obtain certification with the DPH FPP Standardization Officer.

Candidate's Signature – Signature of the candidate is applied when all performance element competencies have been successfully demonstrated.

FITO's Signature – Signature of the individual responsible for making the determination that the candidate has completed all the training areas and successfully demonstrated all the performance element competencies.

LHD'S TRAINING METHODS

The *Training Plan and Log* is designed to incorporate a variety of training methods appropriate for each of the performance element competencies. LHDs are free to select the training method most appropriate for their individual situation and needs. A table (see example below) is included in the *Training Plan and Log* to document and summarize the various training methods a LHD may use. Examples of training methods include, but are not limited to, classroom presentations or exercises, laboratory exercises, office demonstrations, and joint field training inspections.

LHD'S TRAINING METHODS	
Code	Training Method
CE	Classroom Exercise
OD	Office Demonstration
LE	Laboratory Exercise
JFT	Joint Field Training Inspection
O	Other (described in Training Plan)

The column with the heading 'Code' can be used to record an abbreviation that describes the training method above. For example, the abbreviation 'LE' in the above table is used to describe 'Laboratory Exercise.' The abbreviation 'JFT' is used to describe 'Joint Field Training Inspections.'

INSPECTION TRAINING AREAS

The *Training Plan and Log* is divided into six (6) inspection training areas:

- I. Pre-Inspection
- II. Inspection Observations and Performance
- III. Oral Communication
- IV. Written Communication
- V. Professionalism
- VI. Additional Inspection Areas (jurisdictions can add performance elements and competencies not contained in the *Training Plan and Log*)

PERFORMANCE ELEMENTS

The *Training Plan and Log* contains a total of 20 "performance elements" within the six (6) inspection training areas.

I. Pre-Inspection – (2 Performance Elements)

- Has the required equipment and forms to conduct the inspection.
- Reviews establishment file for the previous inspection report, complaints on file, and if applicable, required HACCP Plans or documents supporting the issuance of a variance by the agency.

II. Inspection Observations and Performance – (7 Performance Elements)

- Provides identification as a regulatory official to the person in charge and stated the purpose of the visit.
- Has knowledge of the jurisdiction's laws, rules, and regulations required for conducting retail food/foodservice inspections.
- Uses a risk-based inspection methodology to correctly assess regulations related to employee practices and management procedures essential to the safe storage, preparation, and service of food.
- Obtains immediate corrective action for out of compliance employee practices and management procedures essential to the safe storage, preparation and service of food.
- Correctly assesses the compliance status of other regulations (Good Retail Practices) that are included in the jurisdiction's prevailing statutes and/or regulations.
- Follows standardized inspection approach and documents information on report.
- Correctly uses inspection equipment during joint inspections.

III. Oral Communication – (5 Performance Elements)

- Asks questions and engages in a dialogue with the person in charge/employees to obtain information relevant to the inspection.
- Provides the person in charge/employees with accurate answers to inspection-related questions or admits not knowing the answer.
- Uses available means (e.g., interpreter, drawings, demonstrations, diagrams, international food safety icons) to overcome language or communication barriers.
- Uses effective communication and conflict resolution techniques to overcome inspection barriers.
- Conducts the exit interview explaining out of compliance observations and identifying corrective actions and timelines for all noted violations.

IV. Written Communication – (3 Performance Elements)

- Completes inspection form per the jurisdiction's administrative procedures (e.g., observations, corrective actions, public health reasons, applicable code references, compliance dates).
- Includes with the inspection report any compliance or regulatory documents identified or cross-referenced in written statements (e.g., exhibits, attachments, sample forms, embargo forms, destruction forms, suspension notices).
- Presents the inspection report, and when necessary cross referenced documents, to the person in charge.

V. Professionalism – (3 Performance Elements)

- Maintains a professional appearance consistent with the jurisdiction's policy (e.g., clean outer clothing, hair restraint).
- Demonstrates proper sanitary practices as expected from a food service employee.
- Only reports substantiated findings as violations.

VI. Additional Performance Elements – (Jurisdiction Specific)

- Other performance elements identified by the jurisdiction.

The Training Plan

This section presents four (4) basic steps of the training plan for your regulatory retail food protection program:

- STEP 1** – Performance Elements of the Training Plan
- STEP 2** – Competencies for Each Selected Performance Element
- STEP 3** – Additional Performance Elements and Competencies
- STEP 4** – Appropriate Training Method for Each Competency

STEP 1 – Performance Elements of the Training Plan

Performance elements appear in the **shaded areas** of the *Training Plan and Log*. The FITO should review the performance elements contained in the *Training Plan and Log* and determine those that are part of the job responsibility of a candidate in their jurisdiction. If a performance element is conducted by a candidate, it is to be included in the training plan. An 'X' is to be placed in the box adjacent to each performance element included in your jurisdiction's training plan.

INSPECTION TRAINING AREAS					
I. Pre-Inspection					
<input checked="" type="checkbox"/>	1. Has required equipment and forms to conduct inspection.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	CFI/FITO
<i>(Training method and selected competencies for this performance element are to be indicated below)</i>					
<input type="checkbox"/>	Necessary inspection forms and administrative materials.				
<input type="checkbox"/>	Lab coat or equivalent protection to cover street clothes.				
<input type="checkbox"/>	Head cover: baseball cap; hair net; or equivalent.				
<input type="checkbox"/>	Calibrated thermocouple temperature measuring device.				
<input type="checkbox"/>	Maximum registering thermometer or temperature sensitive tapes for verifying hot water warewashing final rinse temperature.				
<input type="checkbox"/>	Chemical test kits for chlorine, quaternary ammonia, or other types of sanitizers.				
<input type="checkbox"/>	Flashlight.				
<input type="checkbox"/>	Alcohol swabs.				
<input type="checkbox"/>	Reference materials such as statutes, regulations, Food Code, violation examples list, reference list.				
<input type="checkbox"/>	ADDITIONAL (Jurisdiction specific competencies)				
<input type="checkbox"/>					
Comments:					
Candidate has demonstrated acceptable performance for all competencies listed					
Date:		Candidate's Initials:		FITO's Signature:	
<input checked="" type="checkbox"/>	2. Reviews establishment file for previous inspection report, complaints on file, and if applicable, required HACCP Plans or documents supporting the issuance of a variance by the agency.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	CFI/FITO
<i>(Training method and selected competencies for this performance element are to be indicated below)</i>					
<input type="checkbox"/>	Reviewed previous inspection report noting documented out of compliance observations.				
<input type="checkbox"/>	Reviewed establishment file for complaint reports.				
<input type="checkbox"/>	Reviewed establishment file for documentation indicating a need for a HACCP Plan.				

Using the graphic above as an example, an 'X' appears in the box for included performance elements within the 'Pre-Inspection' training area. The FITO has determined that both of these performance elements are part of the candidate's job responsibility in their jurisdiction.

STEP 2 – Competencies for Each Selected Performance Element

The *Training Plan and Log* provides a list of competencies (job tasks) under each performance element. These competencies are intended to serve as examples of job related tasks a candidate will be expected to successfully demonstrate during field training inspections.

The FITO should review competencies listed under the selected performance elements and place an ‘X’ in the box for each of the competencies that are part of the candidate’s job responsibility in their jurisdiction.

Some of the competencies listed for a performance element may not be applicable to a candidate within a given jurisdiction. In the graphic below, the use of infrared thermometers and cameras are not part of the standard issued equipment for inspection staff. The candidate would not, therefore, be responsible for using this type of equipment. If this is the case, the boxes adjacent to these competencies are to be left blank as they would not be included in that jurisdiction’s training plan.

Competencies that are applicable to the candidate’s job should not be arbitrarily removed or deleted from the *Field Training Worksheet*.

<input checked="" type="checkbox"/> 7. Correctly uses inspection equipment during joint inspections.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	CFI/FITO
<i>(Training method and selected competencies for this performance element are to be indicated below)</i>				
<input checked="" type="checkbox"/> Used temperature measuring devices/probes in accordance with manufacturer’s instructions.				
<input checked="" type="checkbox"/> Cleaned and sanitized (alcohol swabs) temperature measurement probes to prevent food contamination.				
<input type="checkbox"/> Used infrared thermometer in accordance with manufacturer’s instructions. Verified any out of compliance product temperatures registered on the infrared with a thermocouple.				
<input checked="" type="checkbox"/> Used maximum registering thermometer or heat sensitive tapes in accordance with manufacturer’s instructions to verify final rinse dishwasher temperature.				
<input checked="" type="checkbox"/> Used chemical test strips in accordance with manufacturer’s instructions to measure sanitizer concentrations in manual and mechanical dishwashing operations; wiping cloth solutions; and spray bottle applicators.				
<input checked="" type="checkbox"/> Used flashlight to assess observations in areas with no or low light.				
<input type="checkbox"/> Photographs taken support regulatory findings or conditions observed.				
ADDITIONAL (Jurisdiction specific competencies)				
<input checked="" type="checkbox"/> Used pH meter in accordance with manufacturer's instructions				
<input type="checkbox"/>				
<input type="checkbox"/>				
Comments:				

Conversely, there may be competencies not listed under a performance element that are important for a jurisdiction to include in a candidate’s training. The *Training Plan and Log* has been designed to accommodate ‘Additional’ jurisdiction specific competencies. In the example from the previous graphic, the jurisdiction issues pH test kits to all candidates for product assessments during inspections. If this is the case, the candidate will need to successfully demonstrate the use of the pH test kit during their training and it is to be included as part of the training plan.

STEP 3 – Additional Performance Elements and Competencies

The performance element competencies that comprise the *Training Plan and Log* represent a national model and the overwhelming majority of these apply to every LHD. There will be instances, however, where a LHD may need to add performance elements and competencies that are not listed on the *Training Plan and Log*.

Section VI – Additional Performance Elements includes blank templates which a jurisdiction can use to further customize their training plan. Additional Performance Elements are placed in the shaded boxes circled in the graphic below. Any competencies that a candidate will need to successfully demonstrate during the training process for this performance element need to be identified and listed in the spaces indicated with the arrows.

VI. Additional Performance Elements – Jurisdiction Specific (continued)

<input type="checkbox"/>		Training Method	Date Demonstrated By Candidate	Candidate's Initials	CFI/FITO
<i>(Training method and selected competencies for this performance element are to be indicated below)</i>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
Comments:					
Candidate has demonstrated acceptable performance for all competencies listed					
Date:		Candidate's Initials:		FITO's Signature:	
Candidate has demonstrated acceptable performance for all competencies listed					
Comments:					
Candidate has demonstrated acceptable performance for all competencies listed					
Date:		Candidate's Initials:		FITO's Signature:	

<input type="checkbox"/>		Training Method	Date Demonstrated By Candidate	Candidate's Initials	CFI/FITO
<i>(Training method and selected competencies for this performance element are to be indicated below)</i>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
Comments:					
Candidate has demonstrated acceptable performance for all competencies listed					
Date:		Candidate's Initials:		FITO's Signature:	
Candidate has demonstrated acceptable performance for all competencies listed					
Comments:					
Candidate has demonstrated acceptable performance for all competencies listed					
Date:		Candidate's Initials:		FITO's Signature:	

Feedback received from some jurisdictions that field tested the CFP training process suggested inclusion of the following additional performance element competencies in a training plan:

- Applies HACCP principles in the assessment of food processes and/or preparation procedures to determine if food safety hazards are controlled.
- Conducts menu-based reviews to determine inspection priorities based on potential food safety hazards.
- Demonstrates a thorough understanding of how the regulations are organized and proper application of code conventions.
- Develops risk control plans or other intervention strategies in accordance with the jurisdiction's administrative procedures to obtain long term control of contributing factors to foodborne illnesses.

STEP 4 – Appropriate Training Method for Each Competency

Once the competencies have been identified in the candidate's training plan, consideration needs to be given as to how the training will be delivered. Training methods vary from jurisdiction to jurisdiction, and resources available to a jurisdiction (time, money, personnel, etc.) may have a significant impact on determining the type of training that can be provided. Whatever training methods are selected, it is important to ensure that the process will cover all the competencies (job tasks) candidates will be expected to successfully demonstrate during field standardization for certification.

Training is most effective when it is delivered within the context or environment in which an individual would be expected to apply the knowledge and skills. For candidates, the appropriate training environment is one that mirrors the actual experience of inspecting retail food, restaurant, and/or institutional food establishments. When developing the training plan, every effort should be made to provide the candidate with opportunities to demonstrate a competency during actual field training inspections.

In an ideal training environment, the selection of establishments used for training will provide adequate opportunity to demonstrate all competencies. However, for a variety of reasons, it may not always be possible for the candidate to demonstrate all competencies during joint field training inspections. Should this occur, other training options will need to be considered and implemented but should be discussed with the FPP first.

Some of the performance elements that comprise the *Training Plan and Log* include competencies that **frequently occur as part of the inspection process** giving multiple opportunities for the CFI or FITO to observe the candidate demonstrating these job tasks during joint field training inspections. These performance elements include:

- Has the required equipment and forms to conduct the inspection;
- Reviews establishment file for previous inspection report, complaints on file, and, if applicable, required HACCP Plans or documents supporting the issuance of a variance;
- Provides identification as a regulatory official to the person in charge; confirming agency authority for the inspection and stating the purpose of the visit;

- Uses inspection equipment correctly during the inspection;
- Conducts the exit interview explaining out of compliance observations and identifying corrective actions and timelines for all noted violations;
- Presents the inspection report and, when necessary, cross-referenced documents, to the person-in-charge; and
- Maintains a professional appearance that is consistent with jurisdiction's policy (e.g., clean outer clothing, hair restraints).

Some of the performance elements, though they frequently occur during field inspections, **will have competencies that the candidate will need to successfully demonstrate throughout the course of the joint field training process.** These performance elements represent competencies for which the FITO will observe a candidate's continued development and improvement with each subsequent training inspection. Most of the performance elements fall into this category and include:

- Has knowledge of the jurisdiction's laws, rules, and regulations required for conducting retail food inspections;
- Uses a risk-based inspection methodology to assess regulations related to employee practices and management procedures essential to the safe storage, preparation, and service of food;
- Obtains immediate corrective actions for out of compliance employee practices and management procedures essential to the safe storage, preparation, and service of food;
- Verifies correction of out of compliance observations identified during the previous inspection;
- Asks questions and engages in a dialogue with the person-in-charge/employees to obtain information relevant to the inspection;
- Provides the operator with accurate answers to inspection-related questions or admits not knowing the answer;
- Uses available means (e.g. interpreter, drawings, demonstrations, diagrams, international food safety icons) to overcome language or communication barriers;
- Completes inspection form per the jurisdiction's administrative procedures (e.g., observations, corrective actions, public health reasons, applicable code reference, compliance dates);
- Includes with the inspection report any compliance or regulatory documents identified or cross-referenced in written statements (e.g., exhibits, attachments, sample forms, embargo forms, destruction forms, suspension notices);
- Demonstrates proper sanitary practices as expected from a food establishment employee; and
- Only reports substantiated findings as violations.

There are, however, some performance elements that are important inspection responsibilities but **may seldom or rarely occur during the candidate field training process.** Due to the variable nature of inspections, the candidate may not be presented with an opportunity to demonstrate these competencies as part of the joint field training process. Although less frequently encountered, these performance elements include

knowledge and skills integral to enhancing the effectiveness of the inspection process and include:

- Evaluated cooling temperatures of TCS food to prevent the outgrowth of spore-forming or toxin-forming bacteria; and
- Uses effective communication and conflict resolution techniques to overcome inspection barriers.

Whenever possible, competencies are to be assessed in the field inspection environment. If this is not feasible **laboratory, classroom, or office exercises** may be used to assess performance elements difficult to observe in the field. Examples of such training exercises may include:

- Candidate photographing a specific object in the office, field, or laboratory;
- Candidate explaining to the FITO the jurisdiction’s policy in regard to conflict resolution (the FITO may develop scenarios for the candidate to review and discuss appropriate conflict resolution techniques); or

The graphic below provides an illustration to document alternative training methods.

III. Oral Communication (continued)				
<input checked="" type="checkbox"/> 3. Uses available means (e.g., interpreter, drawings, diagrams demonstrations, international food safety icons) to overcome language or communication barriers.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	CFI/FITO
<i>(Training method and selected competencies for this performance element are to be indicated below)</i>				
<input checked="" type="checkbox"/> Avoided using jargon and acronyms, without explanation.	JFT			
<input checked="" type="checkbox"/> Used interpreter, drawings, demonstrations, or diagrams to overcome language or communication barriers.	CE and/or JFT			
<input checked="" type="checkbox"/> Checked the person in charge's understanding of information/instructions by asking the operator to paraphrase or demonstrate the information/instructions.	JFT			
<input type="checkbox"/> ADDITIONAL (Jurisdiction specific competencies)				
<input type="checkbox"/>				
<input type="checkbox"/>				
Comments:				
Candidate has demonstrated acceptable performance for all competencies listed				
Date:	Candidate's Initials:	FITO's Signature:		

In this example, the types of establishments selected for the joint training process did not present an inspection environment that required the candidate to overcome language barriers. An opportunity for the candidate to demonstrate these competencies was addressed by incorporating a classroom exercise as an alternative training method.

Preparing for Field Training Inspections

STEP 1 – IDENTIFY SOURCE DOCUMENTS FOR ORIENTATION

Information that a regulatory jurisdiction should review as part of the candidate's orientation to the retail food protection program includes but is not limited to:

- The jurisdiction's retail food training plan that identifies the specific performance element competencies a candidate will need to successfully demonstrate during joint field training inspections;
- The jurisdiction's current regulations, code, or ordinances governing food establishments under its inspection authority;
- Any written policies or interpretations implemented by the jurisdiction that carry the same weight as their prevailing rules and regulations;
- The jurisdiction's current retail food protection program inspection form;
- Any marking instructions the jurisdiction may have developed to assist staff with documenting inspection findings;
- The pre-requisite curriculum posted on FDA's ORAU website and the web address for obtaining an access password; and
- Other documents specific to the jurisdiction that the FITO has determined are integral to the retail food protection training program.

The inclusion of the above list of source documents is not meant to imply that all material must be reviewed during a single dedicated candidate orientation session. These documents are included here to provide a starting point for a checklist of materials a FITO will likely need to review with the candidate over the first weeks of employment or assignment to the retail food protection program.

STEP 2 – REVIEW LIST OF PRE/POST-REQUISITE CURRICULUM WITH CANDIDATE

The courses listed as part of the pre/post-requisite curriculum should be reviewed with the candidate. The FITO is to make a determination whether a candidate has met any or all of the pre-requisite curriculum requirements and has documentation indicating successful completion. If the candidate needs to complete coursework, the FITO should assist him/her with obtaining an access password to the FDA ORAU web site.

Reserving designated blocks of time each week for the candidate to devote to this curriculum often facilitates timely completion of the pre-requisite coursework.

STEP 3- REVIEW TRAINING PLAN WITH CANDIDATE

A review of the training plan should include a discussion of:

- The performance elements, how they were determined, and their impact on conducting effective food safety inspections;
- The specific competencies that comprise each performance element so the candidate has a clear understanding of what job tasks they will be expected to successfully demonstrate during the course of the field training process;
- Training methods and approaches that will be offered to facilitate a candidate's demonstration of the competencies;
- How field training objectives will be determined and communicated to the candidate;
- How the FITO will observe the candidate demonstrate competencies during field training inspections and share feedback on their observations;
- How progress and accomplishments will be documented on the training plan; and
- The criteria for determining a candidate's readiness to conduct independent inspections of food establishments.

Conducting Field Training Inspections

Field training inspections are a core component for preparing a candidate to perform their job responsibilities independently. There are two types of field training inspections: CFI/FITO-led (shadowing) and those where the candidate takes the lead (candidate-led).

Field training will initially be comprised of CFI/FITO-led inspections. Providing an opportunity for the candidate to observe experienced staff conducting food safety inspections is an essential step in preparing a candidate for taking the lead during field training inspections. CFIs should spend time explaining to the candidate what they are observing, why it is a violation, the public health significance of the violation, etc.

Candidate-led inspections provide the opportunity for the jurisdiction's FITO to observe the candidate build their skills and successfully demonstrate competencies. Inspections led by a CFI/FITO are not part of an examination or audit process. They are intended to be part of a structured training process where learning is still occurring, where CFIs/FITOs are providing feedback, and where correct demonstration of competencies is continually being reinforced.

A sufficient number of field training inspections led by the candidate are to be conducted to allow the demonstration of all competencies identified in the jurisdiction's training plan. Upon completion of the field training process, the candidate should have successfully demonstrated all competencies in the training plan and be ready to conduct independent inspections of food establishments.

STEP 1 – SELECTING APPROPRIATE FOOD INSPECTION TRAINERS FOR CONDUCTING CFI/FITO-LED (SHADOWING) INSPECTIONS

The DOH and/or FITO of the LHD have the discretion of deciding who will serve as trainers. In making this decision, available training resources (e.g., personnel, time, funding) and overall program objectives will need to be considered when selecting staff to oversee and conduct the candidate field training.

If possible, management should consider pairing the candidate with several different CFIs during shadowing inspections to allow exposure to different inspection approaches and techniques. A candidate can garner important knowledge and perspective from observing different experienced staff. During the course of these joint inspections, it is expected that a candidate will observe experienced staff demonstrate all performance element competencies that are part of the jurisdiction's training plan. These experienced staff members will lay the foundation for the candidate's assimilation of the knowledge and skills needed to conduct food safety inspections as they will be initially demonstrating how to correctly perform specific job tasks.

The CFI/FITO-led inspections should be conducted in a variety of establishments that cover the spectrum of food establishment operations that the candidate will eventually be inspecting on their own.

The level of preparedness and time needed to assimilate knowledge from observations made during shadowing inspections will vary with each candidate. When a determination has been made that the candidate is ready to take the lead during an inspection, it is important to keep in mind that training has not stopped. Candidates will still need CFIs/FITO to demonstrate competencies and provide feedback. The CFP training process is designed to facilitate a continuous improvement learning experience.

STEP 2 – PREPARING FOR INSPECTIONS LED BY CANDIDATE

Inspections led by the candidate consist of two inter-related but separate activities: one is specific to the role of the jurisdiction's FITO, the other relates to the role and responsibilities of the candidate.

- The **FITO** is responsible for observing the candidate as he/she demonstrates competencies identified in the jurisdiction's training plan.
- The **candidate** is responsible for conducting the inspection in the presence of the FITO, per the jurisdiction's administrative procedures and policies.

Even though there is a relationship between these activities, it is important to recognize the need to view them separately.

FITO's Role

During candidate-led inspections, the FITO observes the candidate conducting the inspection and demonstrating the competencies. The FITO participates only when the inspection process dictates their assistance or intervention.

No single field training inspection will provide an opportunity for the candidate to demonstrate all the competencies listed in the training plan. The FITO should allow the inspection process to unfold as it normally would; in other words, the jurisdiction's training plan should not be used as a checklist for structuring the inspection to accommodate observations of a candidate demonstrating competencies. Requesting that a candidate demonstrate a competency that is not integral to the inspection that is occurring may be disruptive and create unwanted confusion and stress for the candidate.

As the field training process progresses, the FITO may note that the selection of establishments has not provided the candidate an opportunity to demonstrate some competencies. The FITO can try to remedy this situation by selecting establishments that may provide appropriate environments where the candidate can demonstrate the job tasks. If this is not feasible, the FITO can set up field exercises during inspections led by the candidate; however, the exercise should be conducted at a time that will not disrupt the flow of the inspection and the FITO should discuss these exercises with the candidate prior to the inspection so expectations are clear.

Candidate's Role

Since the candidate will be taking the lead during these field training inspections, their focus should be on observations of food safety practices and procedures within the establishment. During these inspections the candidate is responsible for:

- Initiating contact with the person in charge;
- Explaining the purpose of the inspection;
- Directing the inspection process;
- Establishing a dialogue with management and employees;
- Making the observations of food safety practices;
- Obtaining corrective actions for out of compliance foodborne illness contributing factors;
- Preparing the inspection report; and
- Facilitating and conducting the exit discussion of the report.

The candidate's inspection approach, communication techniques, and food safety priorities should be reflective of those they would implement if inspecting independently. The inspection should not be structured solely around the demonstration of competencies. The candidate should concentrate on conducting an effective food safety inspection. Providing an appropriate variety of establishments will help ensure the competencies listed on the jurisdiction's training plan do not drive the inspection approach.

STEP 3 – SELECTING ESTABLISHMENTS FOR INSPECTIONS LED BY CANDIDATE

The ideal establishment for conducting a food safety inspection led by the candidate is one that will provide an opportunity for the candidate to successfully demonstrate the greatest number of competencies. The majority of these inspections should be completed in establishments, chosen by the FITO, that are representative of the highest risk categories within the jurisdiction or the candidate's assigned training area.

STEP 4 – DETERMINING THE NUMBER OF INSPECTIONS LED BY CANDIDATE

The minimum number of candidate-led inspections that must be completed, per the standardized protocol, is 10 prior to requesting certification. There is no definitive maximum number of candidate-led inspections that can be used as a standard for all newly hired employees. However, the number of inspections necessary is one that provides adequate opportunity for all competencies to be demonstrated. Some of the competencies, such as those related to conducting a risk-based inspection, must be continually demonstrated throughout the course of the field training process. The FITO may feel that more than 10 candidate-led inspections are necessary prior to requesting field standardization for certification and can choose additional establishments to include in the training process.

The CFP field training process is not intended to be part of an audit or evaluation process, therefore a ‘scoring system’ has not been included. The primary objective of this process is to ensure that the candidate has received training for all the competencies that are part of the job responsibilities within that jurisdiction. As part of this training, the candidate is to successfully demonstrate their ability to perform each of these competencies. No single inspection or observation should be used by the FITO as the standard of measurement; the LHD’s FITO needs to evaluate the candidate’s ability to demonstrate competencies throughout the entire process.

STEP 5 – OBSERVING CANDIDATES DEMONSTRATE COMPETENCIES

There is no single ‘correct’ method for making a determination as to when a candidate has successfully demonstrated a competency during field training inspections. Throughout the series of training inspections, the FITO will observe the candidate demonstrate many competencies. For some competencies, the FITO will be able to ascertain relatively quickly whether a candidate has demonstrated the job task correctly. For example, once a candidate successfully demonstrates the proper use of inspection equipment, he/she generally will maintain that skill throughout the training process.

Almost all of the competencies listed, however, should be demonstrated by the candidate several times. The FITO should observe the candidate successfully demonstrate a consistent pattern of behavior for each competency. As defined in this document, a ‘**consistent pattern of behavior**’ means:

- The candidate can explain the purpose/objective of the job task and the steps necessary to carry it out effectively;
- The demonstration of a clear understanding of a given competency; and
- A collective set of FITO observations which predominately indicate that the candidate can successfully demonstrate the competency correctly and repeatedly.

Candidates will be on a continuous learning curve throughout the training process; inconsistencies in their inspection approach from one facility to another should be expected. FITOs will need to determine whether these inconsistencies are due to a lack of understanding, an inability to successfully demonstrate a competency, or simply inexperience. In some cases a candidate may be capable of successfully demonstrating a competency but fails to do so during an inspection. For example, he/she may not address an important food safety risk (such as employee health) with the person-in-charge. The candidate may understand and can demonstrate the proper approach to assessing an employee health policy within an establishment, but forgets to do so because they may have become distracted by other risk-related observations and the need to work with management to obtain corrective actions. This is an example of a candidate who is still in the process of developing his/her own organized risk-based inspection approach.

It is important for FITOs to recognize that during the training process, candidates are not only learning competencies but are also becoming acclimated to their working environment. FITOs' decisions regarding a candidate demonstrating a competency are based on a collective set of observations which predominately indicate the job task is being performed correctly.

When the candidate successfully demonstrates a competency, the LHD's FITO documents the completion of the skill on the training plan.

STEP 6 – CERTIFICATION WITH A FPP STANDARDIZATION OFFICER

Once the training program is completed between the FITO and the candidate, the FITO submits to the FPP a minimum of 10 candidate-led inspections performed by the candidate. If the FITO determines that 10 inspections were not enough for the candidate to successfully demonstrate all the competencies, they can submit more than the minimum number for review. The candidate will then need to complete four inspections with a FPP Standardization Officer in order to demonstrate their readiness to become certified. If the candidate successfully demonstrates their ability to conduct proficient independent inspections with the FPP Standardization Officer shadowing, they will then become certified and will need to submit to the FPP their first inspections conducted independently. This is to ensure continued standardization once becoming certified. The number of independent inspections submitted, when added to the number of candidate-led inspections previously submitted for certification, must equal a minimum of 25.

Documenting Training Progress and Accomplishments

The FPP has developed these forms based on the templates provided in the original CFP training manual. LHDs will need to utilize these forms during the training process to document the candidate's progression. Doing so ensures that:

- Competencies that have been demonstrated by a candidate are recorded;
- Competencies a candidate has not yet demonstrated can be determined;
- The CFIs/FITO responsible for observing a candidate demonstrating a competency are identified;
- Feedback to the candidate on training objectives is provided; and
- Confirmation from both the candidate and FITO that competencies have been demonstrated correctly is obtained and recorded.

TRAINING PLAN AND LOG USED AS A SINGLE SOURCE DOCUMENT

The *Training Plan and Log* (Attachment A) can be used as a single source document for recording a candidate's training progress and accomplishments.

The graphic below provides an illustration of how a candidate's training status can be tracked with documentation entered for the four competencies listed under this performance element.

II. Inspection Observations and Performance (continued)					
<input checked="" type="checkbox"/> 4. Obtains immediate corrective action for out of compliance employee practices and management procedures (listed in Item 3 above) essential to the safe storage, preparation, and service of food.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	CFI/FITO	
<i>(Training method and selected competencies for this performance element are to be indicated below)</i>					
<input checked="" type="checkbox"/> Notified the person in charge/employee(s) of the out of compliance observations.	JFT	5-21-07	RT	Mary Jones	
<input checked="" type="checkbox"/> Reviewed corrective actions with the person in charge/employee(s).	JFT	5-21-07	RT	Mary Jones	
<input checked="" type="checkbox"/> Observed the person in charge/employee(s) immediately take corrective action for out of compliance observations (e.g., movement of food to ensure product temperature or prevent contamination; reconditioning food; restriction/exclusion of ill employees; discarding of food product) in accordance with local jurisdiction's procedures.	JFT	7-18-07	RT	Mary Jones	
<input checked="" type="checkbox"/> Identified conditions requiring issuance of an embargo/stop sale/food destruction order per jurisdiction's administrative procedures.	OD	8-2-07	RT	John Smith	
<input type="checkbox"/> ADDITIONAL (Jurisdiction specific competencies)					
<input type="checkbox"/>					
<input type="checkbox"/>					
Comments: Candidate did not observe a condition during the inspection that required issuance of an embargo. Office scenario performed.					
Candidate has demonstrated acceptable performance for all competencies listed					
Date: 8-2-07	Candidate's Initials: R.T.	FITO's Signature: <i>John Smith</i>			
<input type="checkbox"/> 5. Correctly assesses compliance status of other regulations (not	Training	Date	Candidate's	CFI/FITO	

For each of the competencies, the FITO records the date a determination was made that the candidate successfully demonstrated the competency. The candidate will initial (represented by 'R.T.' in the graphic on the previous page), indicating his/her agreement with the date recorded (represented as 5-21-07). The FITO's name or signature in the last column indicates confirmation that the candidate successfully demonstrated the competency.

A 'comment' section is provided at the bottom of each of the performance element tables. This area can be used to describe future training objectives or to describe changes to the training plan to ensure opportunity to demonstrate a competency that may be difficult to observe during field training inspections.

From the example presented on the previous page, the comment section includes the following note:

Candidate did not observe a condition during the joint field training inspections that required issuance of an embargo/stop sale/food destruction order. Office scenarios performed. Candidate demonstrated steps that would be implemented for the issuance of an embargo/stop sale/food destruction order and completed the required forms per the jurisdiction's administrative protocol. (John Smith)

In this example, the scheduled field training inspections were coming to an end. The field inspections had not provided an opportunity for the candidate to demonstrate the jurisdiction's procedure for issuance of an embargo/stop sale/food destruction order. The FITO set up an office exercise for the candidate to demonstrate this competency and the 'OD' designation under training method in the graphic indicates 'Office Demonstration.'

ADDITIONAL TRAINING LOGS

Two additional training logs are included at the end of the *Training Plan and Log* and can be used to track a candidate’s progress and achievements.

- Attachment B: Candidate Training Log (optional), pg. 53; and
- Attachment C: Joint Field Training Inspections – Establishment Log, pg. 55 (required)

A determination on whether to use the optional training log should be made by the FITO before initiating field training so their intended use and purpose can be communicated to a candidate in training and staff who will serve as trainers.

Candidate Training Log

The optional *Candidate Training Log* provides a method for tracking a candidate’s progress and accomplishments from one week to another by noting competencies demonstrated each week. Training objectives for the upcoming week can be established and communicated with the candidate to clarify expectations and assist in focusing on specific competencies. This weekly training log can also be an important means of sharing information in situations where multiple CFIs are working with a candidate.

Attachment B CANDIDATE TRAINING LOG

Candidate’s Name: Richard Thompson

Week: <u>1</u> Date Ending: <u>4-6-07</u>		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments
Provides name/agency to PIC	1. Observe use of all inspection equipment	Focus on correctly writing the observation:
Presents ID prior to inspection	2. Continue training on preparing the written inspection report	citing the correct provision of the Food Code;
States the purpose of the inspection		completeness of the report
Demonstrated use of thermocouple		
Demonstrated use of chemical test kits		
Candidate’s Initials:	FITO’s Signature:	

Week: <u>2</u> Date Ending: <u>4-13-07</u>		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments

Joint Field Training Inspections – Establishment Log

The *Joint Field Training Inspections – Establishment Log* provides a method of tracking the number and type of establishments within which training has been conducted. A ‘Risk Category’ column provides a quick reference as to the complexity of food preparation processes that have been included in the candidate’s training and assists in determining what types of establishments to include in future field training inspections.

Attachment C JOINT FIELD TRAINING INSPECTIONS - ESTABLISHMENT LOG

#	Date	Permit #	Establishment Name	Establishment Address	Risk Category	Shadow (CFI/FITO-led) Inspection	Candidate-led Inspection	Field Training Worksheet Completed	
								Yes	Training Period
1	4-2-07	125	Dig These Dogs		3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	4-2-07	78	Try R Food		3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	4-3-07	36	Ultimate Dining		4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	4-3-07	257	Can You Say Cheese?		2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	4-4-07	325	No Place Like Home		4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	4-4-07	98	Only the Finest Meats		2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	4-6-07	112	Happy Feet Day Care		4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	4-6-07	115	St. John's Medical Ctr.		4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	4-9-07	87	Zesty Delights		1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	4-9-07	24	Survival Foods		1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11	4-10-07	137	Tasty Treats		2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
12	4-10-07	178	Big Pizzas		3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
13	4-12-07	212	Make Your Own Sandwich		3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
14	4-18-07	245	Anytime Food		1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
15	4-18-07	174	Leafy Greens		3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
16	4-18-07	146	Hungry Horses		3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
17	4-19-07	97	Shamrock Casino		4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
18	4-19-07	10	Yootoo Hospital		4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
19	4-20-07	14	123ABC preschool		4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
20	4-20-07	66	What'cha Want?		3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

In addition, the establishment log provides a quick method for distinguishing CFI/FITO-led (shadowing) inspections from those which were candidate-led. An “X” is placed in the appropriate column to denote the type of field training inspection conducted. In the above graphic, the first nine inspections were CFI/FITO-led, and the candidate first took the lead during joint field training inspections when establishment #10 was visited.

The *Training Plan and Log* is not intended to be used as a checklist during inspections nor should it drive the inspection approach used by the candidate. Continuous instruction is encouraged during each of the inspections led by a candidate. FITOs should take the opportunity to demonstrate and/or review correct procedures and skills for competencies that are not understood or properly performed by the candidate during each inspection.

REVIEWING FIELD TRAINING

Consistent and on-going feedback regarding inspection competencies is the cornerstone of the candidate field training process presented in this manual. The FITO should share his/her observations with the candidate during each of the inspections. Discussions should include competencies successfully demonstrated by the candidate as well as those where additional training is needed. CFIs/FITOs should provide continuous positive reinforcement for competencies correctly demonstrated by the candidate.

For areas where additional training is needed, the FITO should demonstrate to the candidate the competency during joint inspections and determine if other training methods may benefit the candidate's understanding and application of the competency. Field training objectives should continually be reviewed with the candidate and updated as needed.

Equally as important, the field training process provides critical feedback to the DOH and CFIs on the effectiveness of their retail food training and orientation programs. Competencies (job tasks) that are not consistently performed well by candidates may be an indication that the regulatory jurisdiction has significant gaps in their training program, coursework, or materials used to prepare staff for field inspections. Field training, where observations are made of a candidate demonstrating specific competencies, provides a framework for evaluating and enhancing the effectiveness of a jurisdiction's existing regulatory retail food training program.

DOCUMENTATION OF COMPLETION

The FITO's and candidate's signatures in the header of the *Training Plan and Log* indicate they both concur that all pre/post-requisite coursework has been completed and competencies listed on the jurisdiction's training plan have been demonstrated.

Candidate's Name:		Start Date of the Training Process:
Candidate's Agency:		
CFI/FITO Name (if multiple trainers list all):		CFI's/FITO's Agency:
1.		
2.		
3.		
4.		
Signatures below indicate candidate has completed all curriculum and field training elements and is ready for Field Standardization with the DPH FPP.		
Completion Date of Pre and Post-requisite Coursework:		
		Pre <input type="checkbox"/> Post <input type="checkbox"/>
Completion Date - (Performance Elements & Competencies):		
Candidate's Signature:		FITO's Signature:

The CFP Field Training Manual for Candidates includes two components. One includes completion of pre and post-requisite coursework outlined in Program Standard 2 – Trained

When a candidate has completed all the pre- and post-requisite coursework and demonstrated all the competencies identified in the jurisdiction's training plan, the DOH has a basis for determining the candidate's readiness to complete field standardization for certification with a FPP Standardization Officer. The completed and signed *Training Plan and Log* will be provided to the FPP when requesting standardization, as well as retained in the candidate's training file, and a copy given to the candidate for their records.

Attachment A

TRAINING PLAN and LOG

***NOTE:** The Training Manual for candidates should be reviewed prior to using the Training Plan and Log.*

Candidate's Name:		Start Date of the Training Process:
Candidate's Agency:		
CFI/FITO Name (if multiple trainers list all):		CFI's/FITO's Agency:
1.		
2.		
3.		
4.		
Signatures below indicate candidate has completed all curriculum and field training elements and is ready for Field Standardization with the DPH FPP.		
Completion Date of Pre and Post--requisite Coursework:		
Pre		Post
Completion Date - (Performance Elements & Competencies):		
Candidate's Signature:		FITO's Signature:

The Field Training Manual for Candidates includes two components. One includes completion of pre and post-requisite coursework outlined in Program Standard 2 – Trained Regulatory Staff, FDA Draft Voluntary National Retail Food Regulatory Program Standards. The second component focuses on the candidate’s ability to demonstrate performance element competencies that are needed to conduct effective regulatory food safety inspections. A candidate should successfully complete both components prior to requesting field standardization for certification.

PRE and POST-REQUISITE COURSEWORK

The Field Training Manual outlines the courses included in the pre- and post-requisite curriculum and provides options for completing this component of the training process.

TRAINING METHODS

The Training Plan and Log is designed to incorporate a variety of training methods appropriate for each of the performance element competencies. A sufficient number of field training inspections should be conducted to provide an opportunity for the candidate to successfully demonstrate the applicable competencies. The FITO can use the table below to identify the training methods that will be used.

JURISDICTION'S TRAINING METHODS	
Code	Training Method

INSPECTION TRAINING AREAS

The Training Plan and Log is divided into six (6) inspection training areas:

- I. Pre-Inspection
- II. Inspection Observations and Performance
- III. Oral Communication
- IV. Written Communication
- V. Professionalism
- VI. Additional Inspection Areas (Jurisdictions can add performance elements and competencies not contained in the Training Plan and Log)

The Conference for Food Protection (CFP) has conducted a national research study and identified the minimum performance elements and competencies for each of the inspection training areas needed to perform regulatory retail safety inspections. The Training Plan and Log contains a national model that regulatory retail food protection programs can readily integrate into their existing field training of candidates.

The Training Plan lists the basic performance elements (in BOLD font in the shaded areas of the Worksheet). Under each performance element is a list of competencies provided as examples of job tasks that a jurisdiction should ensure the candidate receives training on in order to perform their job responsibilities effectively. The FITO should identify those performance element competencies that are applicable to the candidate's job responsibilities within their jurisdiction. A small box appears adjacent to each of the performance elements and competencies on the worksheet. If the performance element and/or competency are applicable to the jurisdiction it is to be checked and included as part of the training process.

INSPECTION TRAINING AREAS

I. Pre-Inspection

	1. Has required equipment and forms to conduct inspection.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
	Necessary inspection forms and administrative materials.				
	Reference materials such as statutes, regulations, Food Code, violation ex.				
	Head cover: baseball cap; hair net; or equivalent.				
	Calibrated thermocouple temperature measuring device.				
	Maximum registering thermometer or temperature sensitive tapes for verifying hot water warewashing final rinse				
	Chemical test kits for chlorine, quaternary ammonia, or other types of sanitizers.				
	Flashlight.				
	Alcohol swabs.				
	ADDITIONAL (Jurisdiction specific competencies)				
Comments:					

2. Reviews establishment file for previous inspection report, complaints on file, and if applicable, required HACCP Plans or documents supporting the issuance of a variance by the agency.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Reviewed previous inspection report noting documented out of compliance observations.				
Reviewed establishment file for complaint reports requiring follow-up.				
Reviewed establishment file for documentation indicating a need for a HACCP Plan.				
Reviewed establishment file for documentation of food production or processes operating under a variance issued by the FPP.				
ADDITIONAL (Jurisdiction specific competencies)				
Comments:				

II. Inspection Observations and Performance

1. Provides identification as a regulatory official to person in charge and stated the purpose of visit.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Verbally provided name and explanation of visit upon arrival.				
Presented regulatory identification or business card.				
Identified the person in charge prior to initiating the inspection.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

2. Has knowledge of jurisdiction's laws, rules, and regulations required for conducting retail food/foodservice inspections.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Understands and verifies the correct critical limit for observed violations (understands when a violation is a violation).				
Correctly cited the proper regulatory section of the code for each violation observed.				
Understands how to utilize resources to find information when not sure if an observation is a violation or not.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

II. Inspection Observations and Performance (continued)

3. Uses a risk-based inspection methodology to correctly assess regulations related to employee practices and management procedures essential to the safe storage, preparation, and service of food.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Verified Demonstration of Knowledge of the person in charge.				
Verified approved food sources (e.g., food from regulated food processing plants; shellfish documentation; game animal processing; parasite destruction for certain species of fish intended for raw consumption; locally grown foods).				
Verified food safety practices for preventing cross-contamination of ready-to-eat food.				
Verified food contact surfaces are clean and sanitized at least every 4-hours and protected from contamination (cutting boards, slicers, serving utensils etc.).				
Verified the restriction or exclusion of ill employees reviewed policy.				
Verified no bare hand contact with ready-to-eat foods.				
Evaluated employee handwashing policy and procedures.				
Evaluated cold holding temperature of TCS foods or when necessary, verified correct procedures are implemented for using time as public health control.				
Verified date marking system of ready-to-eat TCS food held for more than 24 hours.				
Evaluated cooking temperatures to destroy bacteria and parasites.				
Evaluated hot holding temperature of TCS foods or when necessary, verified correct procedures are implemented for using time as public health control.				
Evaluated cooling temperatures of TCS food to prevent the outgrowth of spore-forming or toxin-forming bacteria.				
Evaluated reheating temperature of TCS food for hot holding.				
Verified the availability of a proper consumer advisory for foods of animal origin served raw or undercooked.				
Reviewed pest control report for information related to recent activity or remediation.				
Evaluated and discussed potential for allergen cross-contamination and verified procedures in place to control.				
ADDITIONAL (Jurisdiction specific competencies)				
Comments:				

II. Inspection Observations and Performance (continued)

4. Obtains immediate corrective action for out of compliance employee practices and management procedures essential to the safe storage, preparation, and service of food.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Notified the person in charge/employee(s) of the violations observed.				
Discussed any necessary corrective actions with the person in charge.				
Observed the person in charge/employee(s) immediately take corrective action for out of compliance observations (e.g., movement of food to ensure product temperature or prevent contamination; restriction/exclusion of ill employees; discarding of food product) in accordance with local jurisdiction's procedures.				
Identified conditions requiring issuance of an embargo/stop sale/ food destruction order.				
Observed and verified voluntary destruction of food unfit for consumption.				
ADDITIONAL (Jurisdiction specific competencies)				
Comments:				

5. Correctly assesses compliance status of other regulations (Good Retail Practices) that are included in jurisdiction's prevailing statutes and/or regulations.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Correctly assessed compliance status of other regulations (Good Retail Practices/ non risk-factor violations) that are included in jurisdiction's prevailing statutes and/or regulations.				
Verified correction of any pending violations identified during the previous inspection.				
ADDITIONAL (Jurisdiction specific competencies)				
Comments:				

II. Inspection Observations and Performance(continued)

6. Follows standardized inspection approach and documents information on report.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Conducted a quick walk-through to evaluate processes occurring at the beginning of the inspection.				
Evaluated written policies in place including glove use, ill food worker, vomiting/diarrheal events, and employee training.				
Conducted a menu review to assess processes occurring in establishment.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

7. Correctly uses inspection equipment during joint inspections.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Calibrated temperature measuring devices at beginning of inspection and used device correctly.				
Properly cleaned and sanitized (alcohol swabs) temperature measurement probes to prevent food contamination.				
Used infrared thermometer in accordance with manufacturer's instructions. Verified any out of compliance product temperatures registered on the infrared with a thermocouple.				
Used maximum registering thermometer or heat sensitive tapes in accordance with manufacturer's instructions to verify final rinse dishwasher temperature.				
Used chemical test strips in accordance with manufacturer's instructions to measure sanitizer concentrations in manual and mechanical dishwashing operations; wiping cloth solutions; and spray bottle applicators.				
Used flashlight to assess observations in areas with no or low light.				
Photographs taken to support regulatory findings or conditions observed.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

III. Oral Communication

1. Asks questions and engages in a dialogue with person in charge/employees to obtain information relevant to inspection.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Asked open ended questions (questions that cannot be answered with "yes" or "no").				
Used critical thinking to ask follow-up questions for clarification of processes observed.				
Asked PIC to explain any processes not observed during the inspection (produce washing, etc.).				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

2. Provides the person in charge/employees with accurate answers to inspection-related questions or admits not knowing the answer.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Answered inspection-related questions accurately.				
Admitted not knowing the answer to a question and arranges to contact the establishment with the answer.				
Used FITO as a resource when unsure of an answer.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

III. Oral Communication (continued)

3. Uses available means (e.g., interpreter, drawings, diagrams demonstrations, international food safety icons) to overcome language or communication barriers.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Utilized translation software to communicate in languages other than English.				
Used interpreter, drawings, demonstrations, or diagrams to overcome language or communication barriers.				
Checked the person in charge's understanding of information/ instructions by asking the operator to paraphrase or demonstrate the information/instructions.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

III. Oral Communication(continued)

4. Uses effective communication and conflict resolution techniques to overcome inspection barriers.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Identified challenges faced by the person in charge and offered possible solution(s).				
Did not become argumentative (i.e., remained calm and focused).				
Removed himself/herself from a confrontation or threat that may impact personal safety.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

5. Conducts exit interview explaining out of compliance observations and identifying corrective actions and timelines for all noted violations.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Explained the public health significance of the inspection observations, when necessary.				
Reviewed all findings with the person in charge with emphasis on contributing factors to foodborne illness and Food Code Interventions.				
Notified person in charge of correction timeline and re-inspection, if necessary.				
Answered all questions or concerns pertaining to items on the inspection report.				
Provided contact information to the person in charge for follow up questions or additional guidance.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

IV. Written Communication

1. Completes inspection form per jurisdiction’s administrative procedures (e.g., observations; corrective actions; public health reason; applicable code reference; compliance dates).	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Used correct inspection form.				
Completed a legible report.				
Accurately documented observations made during inspection.				
Completed inspection form in accordance with jurisdiction’s administrative procedures.				
Cited correct code provisions/rules/regulations.				
Documented immediate corrective action for out-of-compliance foodborne illness contributing factors and Food Code interventions.				
Documented time frames for correcting each out of compliance observation.				
Did not cite violations as "notes" or downgrade any risk-factor violations.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

2. Includes with inspection report any compliance or regulatory documents identified or cross-referenced in written statements (e.g. exhibits, attachments, sample forms, embargo forms, destruction forms, suspension notices).	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Referenced attached documents in inspection report.				
Referenced documents are legible.				
Referenced documents are accurate and reflect observations made during the inspection.				
Attached referenced document(s) to the inspection report per jurisdiction’s administrative procedures.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

IV. Written Communication(continued)

	3. Presents inspection report, and when necessary cross-referenced documents, to person in charge.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
	Presented complete inspection report, with referenced documents, when necessary, to person in charge during exit interview.				
	Followed jurisdiction's administrative procedures for delivering written inspection report.				
	Obtained signature of person in charge on inspection report.				
	<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:					

V. Professionalism

1. Maintains a professional appearance consistent with jurisdiction's policy (e.g., clean outer clothing, hair restraint).	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Maintained a professional appearance consistent with jurisdiction's policy (e.g., clean outer clothing, hair restraint).				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

2. Demonstrates proper sanitary practices as expected from a food service employee.	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Washed hands as needed (e.g., prior to conducting inspection, after using restroom, after touching dirty surfaces, after touching face/body, after sneezing/coughing).				
Did not contaminate food-contact surfaces with clipboard or other equipment.				
Did NOT contact ready-to-eat foods with bare hands.				
Did NOT show any obvious signs of illness in accordance with jurisdiction's employee health policy and/or current food				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

V. Professionalism (continued)

	Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
3. Only reports substantiated findings as violations.				
Only reported findings that were directly observed or substantiated in accordance with jurisdiction's policies and procedures.				
Findings are supported by fact (e.g. are NOT based on assumptions; are witnessed, are investigated).				
Did NOT exaggerate details related to findings to support report conclusions.				
Did NOT modify report after leaving the establishment except as allowed by jurisdiction's administrative procedures.				
<u>ADDITIONAL (Jurisdiction specific competencies)</u>				
Comments:				

VI. Additional Performance Elements – Jurisdiction Specific(continued)

		Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Comments:					

		Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Comments:					

		Training Method	Date Demonstrated By Candidate	Candidate's Initials	FITO
Comments:					

CANDIDATE TRAINING LOG

Candidate's Name: _____

Week: 1 Date Ending:		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments
Candidate's Initials:	FITO's Signature:	

Week: 2 Date Ending:		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments
Candidate's Initials:	FITO's Signature:	

Week: 3 Date Ending:		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments
Candidate's Initials:	FITO's Signature:	

CANDIDATE TRAINING LOG

Candidate's Name: _____

Week: 4 Date Ending:		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments
Candidate's Initials:	FITO's Signature:	

Week: 5 Date Ending:		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments
Candidate's Initials:	FITO's Signature:	

Week: 6 Date Ending:		
Training Areas Demonstrated	Planned Training Areas for Upcoming Week	Additional Comments
Candidate's Initials:	FITO's Signature:	

Attachment C JOINT FIELD TRAINING INSPECTIONS - ESTABLISHMENT LOG

#	Date	Establishment Name	Establishment Address	Risk Category	Shadow (CFI/ FITO-led) Inspection	Candidate-led Inspection	Comments
1					<input type="checkbox"/>	<input type="checkbox"/>	
2					<input type="checkbox"/>	<input type="checkbox"/>	
3					<input type="checkbox"/>	<input type="checkbox"/>	
4					<input type="checkbox"/>	<input type="checkbox"/>	
5					<input type="checkbox"/>	<input type="checkbox"/>	
6					<input type="checkbox"/>	<input type="checkbox"/>	
7					<input type="checkbox"/>	<input type="checkbox"/>	
8					<input type="checkbox"/>	<input type="checkbox"/>	
9					<input type="checkbox"/>	<input type="checkbox"/>	
10					<input type="checkbox"/>	<input type="checkbox"/>	
11					<input type="checkbox"/>	<input type="checkbox"/>	
12					<input type="checkbox"/>	<input type="checkbox"/>	
13					<input type="checkbox"/>	<input type="checkbox"/>	
14					<input type="checkbox"/>	<input type="checkbox"/>	
15					<input type="checkbox"/>	<input type="checkbox"/>	
16					<input type="checkbox"/>	<input type="checkbox"/>	
17					<input type="checkbox"/>	<input type="checkbox"/>	
18					<input type="checkbox"/>	<input type="checkbox"/>	
19					<input type="checkbox"/>	<input type="checkbox"/>	
20					<input type="checkbox"/>	<input type="checkbox"/>	

JOINT FIELD TRAINING INSPECTIONS – ESTABLISHMENT LOG

#	Date	Establishment Name	Establishment Address	Risk Category	Shadow (CFI/FITO-led) Inspection	Candidate-led Inspection	Comments
21					<input type="checkbox"/>	<input type="checkbox"/>	
22					<input type="checkbox"/>	<input type="checkbox"/>	
23					<input type="checkbox"/>	<input type="checkbox"/>	
24					<input type="checkbox"/>	<input type="checkbox"/>	
25					<input type="checkbox"/>	<input type="checkbox"/>	
26					<input type="checkbox"/>	<input type="checkbox"/>	
27					<input type="checkbox"/>	<input type="checkbox"/>	
28					<input type="checkbox"/>	<input type="checkbox"/>	
29					<input type="checkbox"/>	<input type="checkbox"/>	
30					<input type="checkbox"/>	<input type="checkbox"/>	
31					<input type="checkbox"/>	<input type="checkbox"/>	
32					<input type="checkbox"/>	<input type="checkbox"/>	
33					<input type="checkbox"/>	<input type="checkbox"/>	
34					<input type="checkbox"/>	<input type="checkbox"/>	
35					<input type="checkbox"/>	<input type="checkbox"/>	
36					<input type="checkbox"/>	<input type="checkbox"/>	
37					<input type="checkbox"/>	<input type="checkbox"/>	
38					<input type="checkbox"/>	<input type="checkbox"/>	
39					<input type="checkbox"/>	<input type="checkbox"/>	
40					<input type="checkbox"/>	<input type="checkbox"/>	

The Self-Assessment Program

Program Overview

A self-assessment program was developed to ensure CFIs employed within food inspection programs at the local level are conducting inspections in the standardized manner described in this manual. It is implemented by the LHD to ensure uniformity among regulatory staff in the interpretation and application of statutes and regulations, program policies, and compliance/enforcement procedures. Participation in the LHD's self-assessment program will be required for Connecticut certified food inspector recertification per CGS §19a-36j (a)(3).

The self-assessment program consists of two distinct activities. The first is a food establishment inspection report form review that is conducted by the FITO for each CFI in their department. The purpose of the review is for the FITO to evaluate how each inspector is completing the inspection report form. A minimum of four inspection reports should be reviewed, but additional reports can be included as well if the FITO deems it necessary. The second activity included in the self-assessment program is a joint-inspection exercise conducted by the FITO with each CFI. This provides the FITO with an opportunity to directly observe how each CFI conducts a food establishment inspection and their interaction with establishment operators. It allows the FITO to recognize when standardized inspection methods are not occurring and intervene to address the issue.

Inspection Report Form Review

The FITO will conduct an inspection report form review for every CFI within each three year certification cycle. The FITO should randomly select food establishment inspection reports completed by the CFI within the previous three year cycle. A good selection would include inspections from all classes of establishments, as well as different types of establishments. The FITO will review the inspection report forms based on the criteria provided in the *Inspection Report Form Review Guidance* and document inconsistencies on the *Inspection Report Form Review Form*.

Inspection Report Review Form Guidance

This guidance provides a reference for the FITO who is conducting inspection report form reviews for each certified food inspector in their department. It should be used in conjunction with the *Inspection Report Review Form* when conducting a self-assessment. Guidance for each section of the form is provided below.

Section I- Appropriate inspection form is used to document the compliance of each risk factor and intervention through observation and investigation; attached with continuation form(s)- When conducting an inspection, CFIs shall use the required food establishment inspection report form.

Section II – Report is clear, legible, concise, and accurately records observations as IN, OUT, NA, NO, COS, R; report cites violations and not corrective action- Written communication skills are assessed through the general readability of the report.

Section III –Regulatory requirements and policies are interpreted and applied properly- The FITO must assess whether or not the CFI recognizes violations when observed during the inspection based on current regulatory language and cites such violations correctly on the inspection report form. Violations cited are based on observational evidence.

Section IV –Out of compliance risk factor and intervention provisions are accurately documented as such-The FITO must assess whether or not all violations noted on the inspection report are cited under the correct inspection item number. If a CFI is found to be citing priority items as core, or priority foundation items, then the FITO needs to evaluate whether or not the cause is due to the CFI not understanding what constitutes a priority item or, if they understand it is a priority item but just not marking it as such on the inspection form.

Section V – On-site correction of risk factor and easily corrected violations are obtained and corrective actions for violations are documented- The intent of an inspection is to make observations and obtain code compliance during the inspection when possible. The report should reflect that corrective actions were attempted during the inspection and compliance was attained for as many cited code violations as possible prior to the inspector leaving the establishment.

Section VI – The inspection report form or the continuation page provides information on the following-

- a) Validation of calibration of temperature measuring devices;
- b) Temperature measurements of time/temperature control for safety food items during different processes as appropriate: cooking, cooling—records time/temperature for monitoring and asks questions if cooling is not observed but occurs, cold holding, hot holding, reheating;
- c) Ambient air temperature measurements of refrigeration equipment holding eggs;
- d) Options for long-term control of repeat violations;
- e) Correct risk category is identified;
- f) Evaluation of warewashing, whether manual or mechanical;
- g) Observation of handwashing practices and
- h) Time IN/Time OUT of inspection

The inspection report form should document that the general food safety processes of the food establishment were evaluated by the CFI. The report should include details which support any observations made during the inspection. Comments should reflect an assessment of the overall inspection and may also include directions and long-term control of repeat risk factor violations, as appropriate.

Section VII – Evaluates chemical concentrations and documents concentration on the inspection report form or provides documentation when no chemical solutions are present during the inspection-

The FITO will assess whether or not the inspection report includes an evaluation of sanitizer concentrations used throughout the establishment and whether the establishment is compliant. If there are no chemical solutions present during the inspection, the inspector shall document the use of sanitizer in the establishment as explained and demonstrated by the Certified Food Protection Manager/person in charge or alternate person in charge.

Section VIII – Conducts appropriate enforcement actions such as embargo and/or destruction and provides documentation to the food establishment regarding embargoed/destroyed food items-

If adulterated foods, foods from an unapproved source, or temperature-abused foods are found during the routine inspection, the inspector shall document on the inspection form all enforcement actions taken during the inspection. The FITO shall verify appropriate enforcement was conducted based on the nature of the violation, and that appropriate documentation supporting the enforcement action was provided to the establishment as a record. The FITO shall verify that the appropriate embargo/destruction of foods forms were utilized.

Section IX – Evaluates foods of Highly Susceptible Populations- The preparation of risky food items for highly susceptible populations needs to be evaluated during the inspection if a food establishment serves such populations, e.g., hospitals, long-term care facilities, daycares, or preschools.

Section X – Asks if there have been any ill food workers on day of inspection or within recent time-frame- On the day of the inspection the CFI should ask the Certified Food Protection Manager/person in charge or alternate person in charge about any ill food workers present or not present. This enables the inspector to assess compliance with restriction or exclusion of ill workers to help prevent the potential spread of a foodborne illness to customers and other food workers. Information provided by the person in charge needs to be documented on the inspection form.

Section XI – Updates documentation related to specialized processes (i.e., variances, HACCP, etc.)- Documentation related to specialized processes is current and noted on the inspection form.

Section XII - A follow-up date is determined and documented; an inspection is conducted at an appropriate frequency according to risk category, priority violations, priority foundation violations, core violations and resources- The dates of correction are documented on the inspection report form and violations are corrected within the specified time-frame and documented on a new inspection form. The CFI conducts inspections within the required frequency.

Section XIII – Reports are filed in a timely manner- Computerized or hard-copy reports are updated as required and provided to the operator.

Section XIV – Exercises an efficient use of time and program resources for a) adequate time spent in food establishment; b) Resources used to conduct a comprehensive inspection- Inspection times that are significantly less or more than the average inspection time for a food establishment based on inspection history or corporate/chain comparison may be cause for further discussion. Through documentation in the written report, it can be determined that the CFI has used available resources to conduct a thorough inspection.



Inspection Report Review Form

CFI Name:

FITO Name:

Establishment Name:

Est. Class:

Date of inspection:

Date of review:

Section I- Inspection form is used to document the compliance of each risk factor and intervention through observation and investigation; attached with continuation form(s)		Comments:
Section II- Report is clear, legible, concise, and accurately record observations as IN, OUT, NA, NO, COS, R; report cites violations and not corrective action		Comments:
Section III- Regulatory requirements and polices are interpreted and applied properly		Comments:
Section IV- Out-of-compliance risk factor and intervention provisions are accurately documented as such		Comments:
Section V- Onsite correction of risk factor and easily corrected violations are obtained and corrective actions for violations are documented		Comments:
Section VI- The inspection report, including the continuation form(s), provides information on the following:		
a) Validates calibration of temperature-measuring device		Comments:
b) Cooling temperatures of TCS foods or discussion of process if not occurring during inspection		Comments:
c) Cold holding temperatures of TCS foods		Comments:
d) Hot holding temperatures of TCS foods		Comments:
e) Reheating temperatures of foods for hot holding or a discussion of the process if not occurring during inspection		Comments:
f) Ambient air temperature measurements of refrigeration units that contain eggs		Comments:
g) Options for long-term control of repeat violations		Comments:
h) Correct risk category is identified and documented		Comments:
g) Date of next inspection is determined and documented		Comments:

h) Evaluation of warewashing, whether manual or mechanical		Comments:
i) Observation of hand washing practices		Comments:
j) Documents time IN/OUT of inspection		Comments:
Section VII- Evaluates chemical concentrations and documents concentration on the food establishment inspection report form or provides documentation when no chemical solutions are present during the inspection		Comments:
Section VIII- When required, conducts appropriate enforcement actions such as embargo and/or destruction and provides documentation to the food establishment regarding embargoed or destroyed food items		Comments:
Section IX- When required, evaluates foods of highly susceptible population establishments		Comments:
Section X- Asks if there are any ill food workers on the day of the inspection or recently and documents response		Comments:
Section XI- Creates and updates documentation related to specialized processes (i.e HACCP plans, variances, etc.), when applicable		Comments:
Section XII- A date of correction is determined and documented; reinspection is conducted at appropriate frequency based on risk-category of violations on routine inspection		Comments:
Section XIII- Reports are filed within a timely manner		Comments:
Section XIV- Exercises an efficient use of time and program resources to conduct a comprehensive inspection, including spending adequate time in the food establishment to conduct inspection		Comments:

Joint Inspections

The second activity related to the LHD's self-assessment program is joint inspections conducted by the FITO with each CFI. These may be conducted at any point within the three-year certification cycle, but not before the FITO has completed the inspection report form review for the CFI.

During the joint inspections the FITO is to assess the CFI by shadowing them on four routine inspections. This is done so the FITO can observe how the inspector is conducting inspections, how they interact with the operators, and to verify that the CFI is continuing to conduct inspections in the standardized manner in which they were originally trained. These joint inspections are to be conducted in class 3 and class 4 establishments with complex preparation practices.

The joint inspections are intended to be a continuous improvement activity for the CFI. The purpose of conducting joint inspections is to identify any issues regarding interpretation and application of the regulations and statutes, recognize any inspection deficiencies within the local food inspection program, and provide an opportunity to improve the program internally with all CFIs. The *Certified Food Inspector Field Standardization Evaluation Form* is used by the FITO in conjunction with the *Certified Food Inspector Field Standardization Evaluation Form Guidance* to assess the CFI's inspections. The FITO will mark each of the competencies as either IN or OUT on the form appropriately and provide any comments the FITO deems appropriate. At the end of the joint inspection both the FITO and CFI sign and date the document. A copy of the document must be stored in a designated location per the retention schedules explained in the manual.

Certified Food Inspector Field Standardization Evaluation Form Guidance

This guidance provides a reference for the FITO who is conducting joint field inspections with the certified food inspectors in their departments. It should be used in conjunction with the *Certified Food Inspector Field Standardization Evaluation Form* when conducting a self-assessment. Guidance for each section of the form is provided below.

Goal #1 Has required equipment and forms to conduct inspection- The CFI should have everything necessary to conduct a thorough inspection of the establishment including inspection forms, reference materials, codes and regulations, food and min/max thermometers, chemical testing kit, flashlight, camera, alcohol swabs, hair restraint and educational materials as deemed necessary.

Goal #2 Reviews the contents of the establishment file, including previous inspection report, complaints, and HACCP plans or variances, if applicable- The CFI should be reviewing the contents of the establishment's file prior to beginning the routine inspection. This includes noting any outstanding violations that were not corrected during the previous inspection, and following up on any complaints that were received. If the establishment is operating under a HACCP plan or an approved variance, the CFI should familiarize themselves with these documents so the processes observed in the establishment during the inspection can be verified against the approved plan.

Goal #3 Verifies establishment is in the proper risk category, that the required inspection frequency is being met, and informs a supervisor when inconsistencies are noted- The CFI should conduct a menu review at the beginning of the inspection to determine if there are processes occurring in the establishment that would cause a classification change. They should ask questions of the person in charge related to food preparation processes to determine proper classification. If discrepancies are found, the CFI should follow-up with their supervisor and the establishment operator to reclassify the establishment into the proper class and evaluate any processes not previously addressed.

Goal #4 Provides identification as a regulatory official to the person in charge and states the purpose of the visit- The CFI should identify themselves verbally upon arrival, show or have their identification badge clearly visible, and explain to the person in charge the purpose of the visit.

Goal #5 Interprets and applies laws, regulations, policies and procedures correctly- The CFI should understand and verify the correct critical limit for observed violations (understands when a violation is a violation), be able to correctly cite the proper regulatory section of the code for each violation observed, and understand how to utilize resources to find information when not sure if an observation is a violation or not.

Goal #6 Uses a risk-based inspection methodology to conduct the inspection- The CFI should spend the majority of the inspection observing the behaviors, practices, and procedures that contribute to foodborne illness and ask management and food employees questions to supplement actual observations. Refer to FDA Food Code Annex 5, Section 4.

Goal #7 Accurately determines the compliance status of each risk factor and Food Code intervention, as detailed in Form 3-B of the Food Code- The CFI should accurately determine the compliance status of each risk factor and Food Code intervention and indicate such on the

inspection form as IN, OUT, NA, or NO. During a self-assessment evaluation, the FITO needs to evaluate each item (7a-7r) on the form as it relates to the CFI's evaluation of each item during the inspection.

Goal #8 Obtains onsite corrective action for out-of-compliance risk factors and Food Code interventions as appropriate to the type of violation- The CFI should notify the person in charge/employee(s) of the violations observed, discuss any necessary corrective actions with the person in charge, and observe the person in charge/employee(s) immediately take corrective action for out of compliance observations (e.g., movement of food to ensure product temperature or prevent contamination; restriction/exclusion of ill employees; discarding of food product) in accordance with local jurisdiction's procedures. During some inspections, the CFI may need to be able to identify conditions requiring issuance of an embargo/stop sale/food destruction order.

Goal #9 Discusses options for the long-term control of risk factors with establishment managers, when the same out-of-control risk factor occurs on consecutive inspection. Options may include, but are not limited to, risk control plans, standard operating procedures, equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP plans- The CFI should discuss a plan of action with the person in charge to find solutions for reoccurring out-of-control risk factor violations. Depending on the nature of the recurring violation, the plan of action can include a number of options but should be one that is obtainable for the establishment and agreed upon by both the CFI and the person in charge. Within the discussion, there should be an agreed upon "date of implementation" or "compliance date" that the establishment will be expected to meet.

Goal #10 Verifies and evaluates correction of out-of-compliance observations identified during the previous inspection. In addition, follows through with compliance and enforcement- During the routine inspection, the CFI should be checking and verifying that any out-of-compliance violations noted on the previous inspection which were not corrected on-site during that previous inspection have since been corrected and are not a continued violation. Any previous violations which have not been corrected should be marked on the inspection form as a repeat violation and the CFI should refer to Goal #9 above.

Goal #11 Conducts an exit interview that explains the out-of-compliance observations, corrective actions, and timeframes for correction- The CFI should conduct an exit interview with the person in charge to explain any violations found during the inspection, corrective actions required, and a timeline for correcting any violations not corrected on-site during the inspection. The FITO should observe the exit interview and determine if the CFI is able to provide clear, well-communicated information and direction to the person in charge and be able to answer any questions the person in charge may have about any violations or the inspection process. The CFI should be able to explain the public health significance of violations observed and reference foodborne illness data to highlight contributing factors, when appropriate.

Goal #12 Provides the inspection report and when necessary, cross-referenced documents, to the person in charge or permit holder- The CFI should provide the person in charge with a copy of the inspection report during the exit interview once all signatures have been obtained from both the CFI and the person in charge. The copy may be paper or electronic in format. In addition, the CFI should provide blank copies of any referenced documents that were lacking during the inspection and noted as a violation on the report so the person in charge can complete such documents prior to the next routine

inspection. Educational materials that are not required, but may help the establishment comply with certain procedures or protocols, may also be provided.

Goal #13 Demonstrates effective communication skills when conducting inspections- The CFI should understand how to communicate effectively including how to ask open-ended questions when evaluating processes observed in the establishment, use professional demeanor such as not interrupting the person in charge when they are explaining processes or protocols utilized in the establishment, avoid using jargon that is not understood by the person in charge, and understand how to utilize an interpreter, diagrams, drawings, etc. to overcome language or communication barriers.

Goal #14 Completes the inspection form including documentation of observations, public health reasons, applicable code reference, and compliance dates- The FITO should evaluate that the CFI is able to complete a legible inspection report form using the proper inspection form and accurately documenting all observations made during the inspection. The CFI should also note on the inspection form whether each violation observed is a repeat violation and/or corrected onsite.

Goal #15 Documents the compliance status of each risk factor and intervention (IN, OUT, NA, NO)- Each item on the inspection report form needs to be evaluated for compliance and documented as such. Items marked as NO on the form should be followed up with the person in charge by asking questions related to how the unobserved process typically occurs within the establishment. The CFI should address any deficiencies or concerns based on the person in charge's explanation through conversation and/ educational materials. The compliance status of each risk factor and intervention should be supported by fact or direct observation and not based on assumption of what the CFI believes may occur in the establishment.

Goal #16 Cites the proper code provisions for risk factors and Food Code interventions- The CFI should be able to demonstrate that they understand when a violation is a violation and can correctly document all violations under the correct item on the inspection report form. If the CFI is unsure whether or not an observation is an actual violation, they should understand and demonstrate how to utilize their resources, such as code, regulations, statutes, violation examples, etc. to find information that will help them determine if the observation is a violation. The CFI shall not downgrade any risk factor violations or cite any risk factor violations observed during the inspection as "notes" on the inspection report form.

Goal #17 Documents corrective action for out-of-compliance risk factors and Food Code interventions- The inspection report form should reflect all measures taken by the person in charge or the CFI to correct out-of-compliance risk factors. This includes marking COS on the inspection report and/or documenting any embargo or voluntary destruction of food found to be unfit for consumption.

Goal #18 Documents that options for the long-term control of risk factors were discussed with establishment managers when the same out-of-control risk factor occurs on consecutive inspections. Options may include, but are not limited to, risk control plans, standard operating procedures, equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP plans- If the CFI has a discussion with the person in charge related to long-term control of risk factors, as discussed in Goal #9, the discussion and all details agreed upon by the person in charge and the CFI should be documented in the inspection report form for future follow-up and reference.

Goal #19 Compliance or regulatory documents are accurately completed, appropriately cross-referenced within the inspection report, and included with the inspection report- Blank copies of any referenced documents, as noted under Goal #12, should be documented on the inspection report form as provided to the person in charge.

Goal #20 Updates records, files and other documentation in a timely manner- The CFI should update any files, including electronic, as soon as possible after the completed inspection to reflect any new information obtained during the last routine inspection. This includes updating any CFPM certificates, entering violation data, updating classification (if applicable), or any other information found to be incorrect during the routine inspection. If the establishment is operating under a HACCP plan or variance, the CFI should also update any documents associated with these procedures if the person in charge provided updated documentation to the CFI.

Goal #21 Demonstrates proper sanitary practices as expected from a food employee- The CFI should lead by example in regards to proper sanitary practices such as washing hands upon entry into the food preparation areas, not placing clip-boards or other equipment where it may contaminate food-contact surfaces, not touching RTE foods with bare hands, wearing a hair restraint during the inspection, and maintaining a professional appearance at all times.

Goal #22 Exercises an efficient use of time and program resources- The CFI should spend the majority of their time during the inspection focusing on risk factors and interventions. The time in and out of the establishment should be documented on the inspection report form for every inspection. The CFI should dedicate an acceptable period of time to each inspection in order to properly evaluate all risk factors and interventions adequately.



Certified Food Inspector Field Standardization Evaluation Form

CFI Name:

FITO Name:

Date:

Establishment Name:

Est. Class:

Time In:

Establishment Address:

Inspection Type:

Time Out:

Pre-Inspection		
#1: Has required equipment and forms to conduct inspection		Comments:
#2: Reviews the contents of the establishment file, including previous inspection report, reported complaints on file, and, if applicable, required HACCP Plans or documents supporting the issuance of a variance		Comments:

Inspection Observations and Performance		
#3: Verifies that the establishment is in the proper risk category and that the required inspection frequency is being met. Informs the supervisor when the establishment is not in the proper risk category or when the required frequency is not met		Comments:
#4: Provides identification as a regulatory official to the person in charge and states the purpose of the visit		Comments:
#5: Interprets and applies laws, regulations, policies and procedures correctly		Comments:
#6: Uses a risk-based inspection methodology to conduct the inspection		Comments:
#7: Accurately determines the compliance status of each risk factor and Food Code intervention (i.e., IN compliance, OUT of compliance, Not Observed, or Not Applicable) as detailed in the field inspection guide		
a) Verifies demonstration of knowledge of the person in charge		Comments:
b) Verifies approved food sources		Comments:
c) Verifies food safety practices for preventing cross contamination of ready to eat food		Comments:
d) Verifies food contact surfaces are clean and sanitized, protected from contamination		Comments:
e) Verifies the restriction or exclusion of ill employees, employee health policy		Comments:
f) Verifies no bare hand contact with ready to eat foods		Comments:
g) Verifies employee handwashing		Comments:

h) Verifies date marking of ready to eat TCS foods held for more than 24 hours.		Comments:
i) Verifies hot holding temperatures of TCS food or when necessary, that procedures were in place to use time alone to prevent the outgrowth of spore-forming bacteria		Comments:
j) Verifies cold holding temperatures of TCS food or when necessary, that procedures were in place to use time alone to prevent the outgrowth of spore-forming bacteria		Comments:
k) When necessary, verifies that procedures are in place to use time alone to control bacterial growth and toxin production		Comments:
l) Verifies cooking temperatures to destroy bacteria and parasites		Comments:
m) Verifies cooling temperatures of TCS food to prevent the outgrowth of spore-forming or toxin-forming bacteria		Comments:
n) Verifies reheating temperatures of TCS food for hot holding		Comments:
o) Verifies the availability of a consumer advisory for foods of animal origin served raw or undercooked		Comments:
p) Identifies food processes and/or procedures that require a HACCP Plan per the LHDs regulations		Comments:
q) Reviews pest control report for information related to recent activity or remediation		Comments:
r) Evaluates and discusses allergen cross-contamination potential		Comments:
#8: Obtains on-site corrective action for out-of-compliance risk factors and Food Code interventions as appropriate to the type of violation		Comments:
#9: Discusses options for the long-term control of risk factors with establishment managers, when the same out-of-control risk factor occurs on consecutive inspections. Options may include, but are not limited to, risk control plans, standard operating procedures, equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP Plans		Comments:
#10: Verifies and evaluates correction of out-of-compliance observations identified during the previous inspection. In addition, follows through with compliance and enforcement		Comments:

Oral Communication		
#11: Conducts an exit interview that explains the out-of-compliance observations, corrective actions, and timeframes for correction		Comments:
#12: Provides the inspection report and, when necessary, cross-referenced documents, to the person in charge or permit holder		Comments:
#13: Demonstrates effective communication skills when conducting inspections		Comments:

Written Communication		
#14: Completes the inspection form including documentation of observations, public health reasons, applicable code reference, and compliance dates		Comments:
#15: Documents the compliance status of each risk factor and intervention (IN, OUT, NA, NO)		Comments:
#16: Cites the proper code provisions for risk factors and Food Code interventions		Comments:
#17: Documents corrective action for out-of-compliance risk factors and Food Code interventions		Comments:
#18: Documents that options for the long-term control of risk factors were discussed with establishment managers when the same out-of-control risk factor occurs on consecutive inspections. Options may include, but are not limited to, risk control plans, standard operating procedures, equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP Plans		Comments:
#19: Compliance or regulatory documents (i.e. exhibits, attachments, sample forms) are accurately completed, appropriately cross-referenced within the inspection report, and included with the inspection report		Comments:

Professionalism		
#20: Updates records, files and other documentation in a timely manner		Comments:
#21: Demonstrates proper sanitary practices as expected from a food employee		Comments:
#22: Exercises an efficient use of time and program resources		Comments:

Risk Factor Violation Frequency Tracking

Understanding inspection trends can provide a LHD valuable insight to deficiencies with food establishment compliance and provide insight to areas where resources, such as education or regulatory oversight, should be concentrated during routine inspections. LHDs should begin tracking risk factor violation frequencies for class 2, 3, and 4 establishments. FITOs should review summary reports at prescribed intervals with staff and make these reports available to the FPP during program evaluations.

Document Retention

In accordance with the State of Connecticut retention schedule for municipal records, all documentation related to a LHD's self-assessment program must be retained for a minimum of five years. All records, including training documentation, inspection report form reviews, joint inspection forms, and any personal action plans, must be kept on file in paper format or stored electronically on a secure server. Only authorized personnel, or those allowed by law, i.e., DOH, FITO, FPP, and the CFI, may access an individual inspector's self-assessment documentation. An inspector's self-assessment documentation may be provided if allowed by law, to a DOH upon request when seeking to hire an employee who is currently certified at another LHD. All records must be legible. Forms that are provided in the Food Inspection Quality Assurance Program cannot be altered. The only exception allowed is the addition of a LHD logo.

Inactive Inspectors or Inspectors Employed by Other State Agencies

Section 19a-36h-3(a)(2) of the Regulations of Connecticut State Agencies (RCSA) will specify eligibility requirements for retaining food inspector certification for CFIs who are not employed by a LHD or are employed, but are not actively conducting food establishment inspections. CFIs will have three years from the date the regulations were passed to meet the eligibility requirements for recertification. CFIs who were not actively conducting food establishment inspections and did not participate in a self-assessment program will not be eligible for recertification and will be required to complete the certification process for new candidates should they wish to conduct inspections at a future time.

Current CFIs who also possess a current Certified Inspection/Training Officer certificate issued by the Federal Food & Drug Administration (FDA) will be exempt from the self-assessment requirement for Connecticut CFI recertification. The FPP recognizes the FDA certification as equivalent to this quality assurance program. The FDA certified inspector must provide a copy of their current FDA certification to the FPP when renewing their Connecticut certification. CFIs who are employed by the State of Connecticut and are also a FDA standardized inspector and responsible for internal training within their own agency may utilize an in-house program to satisfy the requirements for certification renewal of all CFIs participating in the in-house program if the agency's program is substantially equivalent to the FPP's program. CFIs who have dual employment with a CT State agency and a LHD must participate in the LHD's self-assessment program as a requirement for recertification. CFIs who are only employed by a CT State agency and are actively conducting inspections but do not have a FDA standardized inspector on staff will be assessed by the FPP as resources allow.

FPP PROGRAM EVALUATION

Program Overview

The intent of the FPP's evaluation of the LHD's self-assessment program is to ensure that there is a statewide, uniform inspection process and to verify that each LHD is following the quality assurance program by completing the documentation for each Candidate and CFI as required. The self-assessment program evaluation includes but is not limited to, ensuring that a FITO is conducting proper training activities for candidates, conducting joint inspections with each CFI every three years, retaining all documentation in an appropriate manner, and that the LHD is conducting appropriate correction or enforcement activities when deficiencies are found during an inspection.

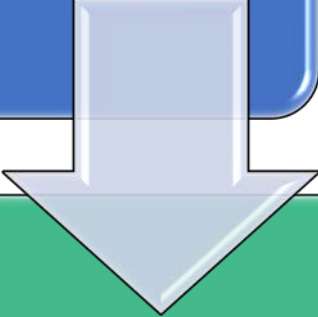
Each LHD's self-assessment program will be evaluated once every five years. However if requested by a LHD, additional assistance from the FPP may be provided if resources allow.

During the evaluation, the FPP will review the forms completed by the FITO for each candidate and CFI employed by the LHD. The review will evaluate the completeness of the forms, correct use of the forms, and appropriate retention schedule for each self-assessment. Additionally, the FPP will review any remedial action noted and evaluate if appropriate follow-up has occurred, when applicable. Other documents related to the food inspection program may be reviewed, including risk factor violation frequency reports.

A final written report will be provided to the LHD after the evaluation has concluded. This report will contain observations based on the document review and will provide recommendations to the LHD to strengthen their food inspection programs, should any be noted.

FLOW CHART FOR CERTIFIED FOOD INSPECTORS TO BECOME A DESIGNATED FITO

CFI attends classroom training consisting of a Food Inspector Quality Assurance Program overview and duties of a FITO.



Nominated FITO conducts 8 joint inspections as lead inspector with FPP Standardization Officer and demonstrates 90% competency.



Once completed, receives FITO designation:

- Receives 10 contact hours once every 5 years for re-standardization.

FLOW CHART FOR NEW EMPLOYEES (CANDIDATES) TO RECEIVE FOOD INSPECTOR CERTIFICATION

