

# Food Hygiene Training

Good Hygiene Practice  
Guide No: 1

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HACCP Chart Reference

All Stages

## Requirements

Food Safety Regulations require that food handlers are supervised, instructed and trained in food hygiene matters in line with their work activity. The requirement does not stipulate any specific accredited training program and can be achieved through a variety of ways including on the job training, in-house training, or e-learning.

A food handler is a person who directly or indirectly comes into contact with open food as part of their work. This includes anyone who touches food contact surfaces in rooms where open food is handled.

Food handlers must be effectively supervised to ensure any training delivered is effective by monitoring colleagues and confirming that work is being carried out safely and hygienically. In small catering operations, where only one person is responsible for the delivery of catering services, that person must have the required skills, knowledge and training to operate safely and hygienically without supervision.

## Training Requirements

All permanent colleagues and temporary/agency staff must have the appropriate food safety training for their role within the business. Training needs should be reviewed on a regular basis to ensure they are updated to certify training remains appropriate and consider any changes in colleagues' roles. This will usually be delivered through the following types of training:

Level	Course	Audience	Method
Level 1	Essentials of Food Safety	All catering colleagues	Colleague handbook Agency and Temporary Workers Induction In-unit supervision
Level 2	Compass Food Hygiene L2 Allergen Awareness for Caterers	All catering colleagues	E-Learning Classroom (Healthcare) In-unit supervision
Level 3	Compass Food Hygiene L3	Managers, supervisors, head chefs etc.	E-learning
Level 4	Higher Food Safety Training	Senior managers and chefs within high-risk sites (CPU / Food Manufacturing)	Classroom / e-learning via 3 <sup>rd</sup> party provider

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## Level 1 – Essentials of Food Safety

All colleagues, whether permanent or temporary, must receive this training before starting work at a Compass catering unit. It covers the basic food hygiene and safety measures expected from colleagues when working in a food environment and also covers Allergen Awareness. This training is delivered through:

- a) The Compass colleague handbook issued with a contract of employment, or
- b) In-unit training via the Temporary and Agency Workers Induction

Induction training should be recorded on the colleagues training record card or, if they are temporary, then this should be recorded on the Temporary and Agency Workers Induction Checklist.

In addition to formal training, all colleagues must be supervised and coached on the job.

Additional in-unit training covering the colleague's specific duties and responsibilities should be carried out after the initial induction.

This may include training on receiving food deliveries, storage and labelling, temperature monitoring, cleaning etc., using the relevant Food Safety Conversations. Records Food Safety Conversation training must be recorded on the Food Safety Training Matrix in the Food Safety Management System (FSMS), or on a Group Training Record.

## Level 2 – Food Hygiene L2 and Allergen Awareness

Food Hygiene L2 builds on the Essentials of Food Safety and is delivered through an e-learning module which must be completed within the first 2 weeks of employment. It covers all aspects of food safety, including an introduction to the FSMS, food safety hazards and controls, cleaning, pest control, allergens and PPDS labeling.

**All colleagues who handle, prepare or serve food, including beverages, must also complete the e-learning module Allergens Awareness for Caterers. This covers allergies, intolerances, coeliac disease and other dietary requirements and the Compass processes that must be followed to ensure we provide all customers with food that is safe for them to eat.**

## Level 3 – Food Hygiene L3

This e-learning course is aimed at anyone in a supervisory or management role in a Compass catering unit or operation. Managers, supervisors or head chefs complete this within the first 2 weeks of commencing employment with Compass. Above unit managers who are responsible for a catering contract and anyone with supervisory roles in a catering unit should also complete L3.

This course provides more in-depth training on HACCP, the FSMS, as well as food complaints, enforcement officer visits, etc. to equip colleagues with the knowledge required to effectively manage food safety activities in a catering unit.

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## Level 4 – Higher Food Safety Training

For some managers, senior managers or senior chefs, such as those operating a central production unit (CPU) the CIEH Level 4 Award in Managing Food Safety, or equivalent, may be appropriate. Contact the HSE admin team for further information at [HSE@compass-group.co.uk](mailto:HSE@compass-group.co.uk).

## Assessment

To obtain a certificate in Food Hygiene L2, Food Hygiene L3 and the Allergen Awareness for Caterers e-learning modules learners must complete and pass a competency validation assessment.

## Refresher Training

Refresher training is required at certain intervals, where evidence indicates that there are gaps in colleagues' knowledge, when Company processes are updated, if there are changes in the business operation etc. Food safety and hygiene opportunities identified within the operation, e.g. poor stock rotation, can also be used as the basis of refresher training. Specific training needs may be identified through HSE Meetings, formal consultation and communication, or during the performance review process.

For some e-learning modules, such as Food Hygiene L2 and Food Hygiene L3, colleagues are able to renew their training by successfully completing a Competency Test, removing the need to complete the full course for re-certification. These will be automatically assigned through the established Learning and Development Portal platform.

## Training Records

All e-learning is recorded on the Compass Learning Portal. All other training carried out must be recorded either electronically or on the employee's training record, which must be dated and signed by the colleague and the trainer. Training records must be available at all times for examination by auditors, or enforcement officers.

When colleagues transfer to another site, their training records should be transferred with them.