



Product Safety and Quality Culture Training Specification

Course structure

The content of the training course is structured so that your learning develops using a simple step-by-step process.

The background to culture

Where has culture come from and why is it important?

The aim of culture plans

The purpose and benefits of having a culture plan on site.

The requirements and interpretation

What you have to do when creating a culture plan to be compliant to the Standards.

Developing your system

The five-step process that will allow you to successfully create a culture plan for your site.

Implementing a culture plan

What you need to do, to put your culture plan into practice and work with the plan you've created.

Monitoring your culture plan

How to maintain your plan, to ensure it's working using the plan, do, check and act cycle.

Summary

Key points to remember that will ensure a successful outcome for your plan.

Assessment

At the end of the course, summative assessment is used to test that learning outcomes have been met, using multiple choice questions.

Technical information

Author: Techni-K

Version control: Version 1.0

Date of release: Dec 2020

Course run time: 90 minutes*

Stop/start function: Yes

Level: Management

Number of units: 9

Compliance: BRCGS: Food Issue 8,
Packaging Issue 6, S&D Issue 4, Agents &
Brokers Issue 2 / FSSC 22000 5.1 /
IFS Food V7 / SQF Food Edition 9

Language: English

Other languages available: No

Suitable for hearing impaired: Yes

Suitable for the visually impaired: No

Format: Cloud-based eLearning

Internet connection required: Yes

Supported browsers: Google Chrome &
Mozilla Firefox (latest version)

Exam type: Open book

Test format: Multiple choice questions

Assessment grading: Pass or fail

Timed test: No

Pass rate: 70%

Immediate free retraining: Yes

Instant certificate: Yes, online PDF

Training dashboard: Yes, online

Help function: Yes

Chat function: Yes

FAQ: Yes

Glossary: No

Course materials: PDF Workbook

*Estimated - run time will depend on each learner. The time stated is as per the course testing by us here at Techni-K.

Course content:

Unit 1: Introduction

Unit 1 outlines what subjects will be covered in the training course. It explains what culture is, why it's important and why it's a key aspect to all food safety Standards.

Learning outcomes: What culture is, who is affected by it and how culture affects the site.

Unit 2: The Standards

This unit covers which Standards culture applies to. It details the clauses of the four food-related BRCGS Standards as well as FSSC22000 5.1, IFS Food Version 7 and SQF Food Manufacturing Edition 9.

Learning outcomes: No learning outcomes have been set for this unit.

Unit 3: Purpose

The purpose of a culture plan is part of this unit, it explains public perception from media attention and why certification schemes have introduced culture as part of their requirements. Also covered is food crime, its meaning and impact on companies. The theory of 'the slippery slope' is explained in detail. The aim of a culture plan and its benefits is also part of this unit.

Learning outcomes: Why culture has become part of the Standards, public perception of food safety, what certification Standards want to achieve by including culture in compliance. The impact management have on culture and its employees. Where the wrong culture can be found, what purpose is of a culture plan, how you can find out what employees think, what the benefits are of a culture plan.

Unit 4: Requirements

Unit 4 provides an overview of what you need to do, in line with the what the requirements are for compliance. It includes a list of items specific to the clauses defined in unit 2.

Learning outcomes: What your culture plan must include.

Unit 5: Interpretation

In order to interpret the requirements, this unit explains what the requirements mean when they ask you to put a culture action plan in place. Our step-by-step process explains what 'a plan of activities which is implemented and reviewed' means. This is broken down for you with examples of how you could interpret this for evidence in audit.

Learning outcomes: What the Standard means when it asks for your culture plan to have defined activities and requires maintaining. How activities are defined, what a culture plan activity is, how a culture plan activity is documented and what the purpose is for reviewing a culture plan.

Unit 6: System Development

Unit 6 explains how you create a system using our 5 step plan.

Learning outcomes: The 5-step process, what target culture is and how it's defined, who decides what the business culture is and what elements build it. What culture questionnaires need to contain, how they're completed and what they must achieve. What happens after a culture plan has been completed and reviewed.

Course content:

Unit 7: Implementation

In this unit, you'll learn how to implement a culture plan using a checklist which contains a list of actions required to effectively implement, monitor and audit culture on site. This unit has an exercise that will develop your understanding of culture using examples that are designed to help you develop your own. You'll also learn about question writing for developing your own employee surveys, how to carry these out and look at examples of results we've provided, so you can see how they're reviewed. There's an example of how you can present the results to your team, followed by creating an action plan using SMART actions. This unit is packed full of examples of each step of the process so you can follow this.

Learning outcomes: What's needed to implement, monitor and audit the culture plan. How to define culture using company values. How to develop questions and write them for employee questionnaires. What can be used for gathering employee feedback and how ideas for improvement can be collected. How to compile, analyse and review results to reach conclusions for a culture action plan. How to use SMART actions and how often the action plan must be reviewed.

Unit 8: Monitoring

To monitor your culture plan, this unit explains how to check it's working. The cycle of plan, do, check, act is used and how this is integrated as part of your site internal audit programme. You'll learn what specific activities are required, together with the documented evidence to ensure your culture plan is compliant. The commitment of senior management in supporting the plan is also included.

Learning outcomes: Why culture is part of the internal audit programme and how the auditor can check compliance. Who are instrumental in ensuring culture on site working and that actions are being met. How to constantly assess the culture of the company and ensure it's working.

Unit 9: Summary

In the last unit, you'll be given an overview of the key points to remember: Defining and developing the culture for feedback, analysis and action, maintenance, commitment and teamwork.

Learning outcomes: No learning outcomes have been set for this unit as it reviews previous content.

Resources

As part of the implementation unit in this training course, we've included exercises, sample data and examples to support your learning and help you build your own culture action plan.

- **Defining culture:** This exercise provides values and vision statements from 4 companies. You'll match up the companies and then look at how the culture defined works for its employees when making decisions. This exercise is intended to help you learn how to define your culture so that the message is clear and easy to follow for your own employees.
- **Example vision statements:** We've provided some examples where you can complete the blanks and start to build your own message for defining your culture.
- **Sample questions:** We've provided different types of questions with responses so you can choose what type of questioning will give you the responses you need for your employee survey built around a sample set of vision statements that you've created.
- **Example review:** Included in your training is our 'culture data' sheet, this is intended to show you how the results of your survey can be compiled for analysis.
- **Example results table:** This 'which means' table is provided so you can see how results are documented and interpreted for the next step in the process when creating an action plan.
- **Example action plan:** Using the previous examples in the training, we've compiled the results into an action plan using SMART analysis to help you learn and understand what this would include.
- **PDF workbook:** Your training has a downloadable PDF workbook you can download and print. This includes notes pages, checklists and content from the course.