



# Food Safety Training Schedule & Resources



*Developed by a team of industry, trade association, and academic volunteers.*

*Version 1*

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## **Investing In Your Employees**

Finding employees can be difficult these days. Training them on food safety best practices is yet another investment that companies must make to meet regulatory requirements and to ensure the quality and safety of your finished products. The purpose of this document is to provide an overview of the types of training that you will need to put into place to educate your employees before they enter your facility, on Day 1 and over time as they learn and grow their food processing and food safety expertise. These materials are not intended to be the only training materials that you may use, since products and processing methods may vary and the employee's role in the facility may dictate more in-depth training in certain aspects of your operation. These guidance documents, videos and visual reinforcement tools are provided for your use to assist you in the employee development journey for producing safe dairy products. For more in-depth materials and access to workshops, visit [www.safecheesemaking.org](http://www.safecheesemaking.org).



## **Before They Start (Day Zero)**

Before new hires enter your facility, it is important for you to have a food safety plan and programs in place. Employee training is a critical part of implementing your food safety plan.

A Food Safety Modernization Act (FSMA) compliant food safety plan includes a company overview, detailed documentation of product description, flow diagrams (i.e., cheese make, packaging process...), process narrative, hazard analysis and preventive controls (Allergen, Process, Sanitation and Supply Chain). If you need help in creating one or enhancing your current food safety plan, look here for further assistance [Brochure of Resources](#).

All employees should be trained on the Importance of Food Safety and have a basic understanding of Good Manufacturing Practices (GMPs) to help ensure both employees and visitors follow them (See Day 1 Fundamentals). For guidance related to in-person training see [Tips For In-Person Training](#).

In addition, providing an Employee Handbook is an important way for employees to know what is expected of them and what your procedures and policies are. For a list of potential topics for your handbook, see the [Employee Handbook Checklist](#).

## Day One

This section contains links to videos and resources geared towards new employees and to those employees and/or visitors with a limited knowledge of food safety. Control of your facility, control of the people that enter your facility, control of the items that they bring into your facility and/or use in your facility are important for minimizing risks. Good Manufacturing Practices, proper sanitation and personal safety are all important components to ensure the overall safety of your operation and your products. Whether this training takes one day or 7 days, it is vital to the success of your business.

Just Starting Out	Topic Area(s)	Resources & Tools
Day 1 Fundamentals	<ul style="list-style-type: none"> <li>• Food Borne Illness Awareness &amp; Basic GMP</li> <li>• Company Background</li> <li>• Job Description/Responsibilities</li> <li>• Training Sign-Off Procedures</li> <li>• Food Safety Culture</li> </ul>	<a href="#">New Employee Video English</a> <a href="#">New Employee Video Spanish</a> <a href="#">Food Safety Basics For Artisan Cheesemakers</a> <a href="#">Why Food Safety Culture Matters Dr Lone Jespersen</a> <a href="#">WCMA Onboarding Series</a>
Personal GMPs	<ul style="list-style-type: none"> <li>• Don't Come To Work Sick</li> <li>• Importance of Good Manufacturing Practices (GMPs)</li> <li>✓ Clean Body, Clothes &amp; Shoes, No Outdoor Clothes/Shoes</li> <li>✓ No Jewelry, Gum, Food or Beverages in Work Areas</li> <li>✓ Entry Protocol: Handwashing, Gloves, Hair &amp; Beard Net PPE Location &amp; Use</li> <li>✓ Door Opening, Foamer Use &amp; Glove Switching Protocols</li> </ul>	<a href="#">Don't Spread Germs At Work Poster</a>  <a href="#">New Employee Video English</a> <a href="#">New Employee Video Spanish</a>  <a href="#">GMP Training NCSU</a> <a href="#">GMPs Video CDR</a> <a href="#">CDR Handwashing Video</a>  Supervisor Demo Location and Proper Use of PPE

<p>Facility GMPs</p>	<ul style="list-style-type: none"> <li>• Prevent Cross Contamination</li>   <li>• Areas/Zones</li>   <li>• Raw vs. RTE Separation</li>   <li>• No Entry Until Showered/Changed if in Barn</li>   <li>• Color Coding of Tools</li>   <li>• Wash &amp; Sanitize Raw Milk Tools Last</li>   <li>• Traffic Patterns Control/Secure Facility</li>   <li>• See Something Say Something</li>   <li>• Don't Pick Things Up Off The Floor-Reclean &amp; Sanitize</li>   <li>• Clean &amp; Sanitize Surfaces Before Cutting or Packaging Cheese</li>   <li>• Allergen Awareness</li> </ul>	<p><a href="#">Foot Traffic Flow at Howling Cow Creamery</a>  <a href="#">Ice Cream Product Flow at Howling Cow Creamery</a></p> <p>Supervisor Share Facility Map</p> <p><a href="#">Hygiene Levels By Zone</a></p> <p><a href="#">Entry Sign Farmstead Operations</a></p> <p>Supervisor Share Plant Color Coding Scheme</p> <p>Supervisor Discuss Color Coding, Order of Sanitation &amp; Tools  <a href="#">Sanitation Documentation</a></p> <p><a href="#">Foot Traffic Flow at Howling Cow Creamery</a></p> <p><a href="#">Ice Cream Product Flow at Howling Cow Creamery</a>  <a href="#">Pest Awareness</a></p> <p><a href="#">See Something Say Something Poster</a></p> <p><a href="#">New Employee Video English</a>  <a href="#">New Employee Video Spanish</a></p> <p><a href="#">Retail Cheese Cut &amp; Wrap Video Satori</a></p> <p><a href="#">Allergen Poster English &amp; Poster Spanish</a></p>
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<p>Personal Safety</p>	<ul style="list-style-type: none"> <li>• Chemical Safety PPE</li>   <li>• SDS Sheets/OSHA</li>   <li>• Confined Spaces</li>   <li>• Fire Safety-Emergency Exits, Locations of Fire Extinguishers, Monitoring of Expiration Dates Extinguishers</li>   <li>• Importance of Eye Contact with Equipment Operators</li>   <li>• LOTO Procedures</li>   <li>• AED/First Aid/Emergency Shower &amp; Eye Wash Stations, Ear Protection, Prevention of Slip, Trips and Falls</li>   <li>• Active Shooter</li> </ul>	<p>Supervisor Discuss with Employee &amp; Show Location of Equipment and Logs</p> <p><a href="#">Safety Data Sheets Training Video By Ally Safety</a></p> <p><a href="#">Confined Space Hazards Toolbox By Ally Safety (youtube.com)</a></p> <p><a href="#">Free Fire Extinguisher Training Video OSHA 2023 How to Use a Fire Extinguisher Using the P-A-S-S Method By Ally Safety</a>  <a href="#">Emergency Action Plan Training By Ally Safety</a></p> <p>Supervisor Discuss with Employee</p> <p><a href="#">Lockout Tagout To Control Hazardous Energy</a></p> <p><a href="#">OSHA First Aid Kit Requirements By Ally Safety</a>  <a href="#">How To Use An Emergency Eyewash Station By Ally Safety</a>  <a href="#">Protect Your Hearing Video Preventing Slips, Trips and Falls</a></p> <p><a href="#">Run, Hide, Fight Video</a></p>
<p>Overall Food &amp; Personal Safety</p>	<ul style="list-style-type: none"> <li>• Day One Checklist Completion</li> </ul>	<p>Supervisor Assess Awareness &amp; Conduct Employee Training Sign-Off</p>

## **Weeks One-Three**

This section contains links to videos and resources geared to those employees that have been introduced to GMPs and are now taking a more active role in your operation. At this stage, the use of a training buddy (Supervisor or longer tenure employee) to help reinforce and train these principles is recommended. These resources focus on the use of Standard Operating Procedures, the importance of documentation, the importance of proper cleaning, sanitation, and verification that practices are being followed. Employees will also learn about hazards and the use of hygienic zoning principles to minimize the food safety risks of your finished products. A review of GMPs to test for understanding of why they are so important is also recommended.

Weeks 1-3	Topic Area(s)	Resources & Tools
Reinforce Personal GMPs	<ul style="list-style-type: none"> <li>• Don't Come To Work Sick</li> <li>• Clean Body, Clothes &amp; Shoes</li> <li>• No Outdoor Clothes or Footwear</li> <li>• No Jewelry, Gum, Food or Beverages in Work Areas</li> <li>• Entry Protocols: Handwashing, Foot Foamers, Gloves, Hair &amp; Beard Net Location &amp; Use</li> <li>• Door Opening &amp; Glove Switching Protocols</li> </ul>	<p><a href="#">Don't Spread Germs At Work Poster</a></p> <p><a href="#">New Employee Video English</a></p> <p><a href="#">New Employee Video Spanish</a></p> <p><a href="#">Dairy Plant GMPs English &amp; GMPs Spanish</a></p> <p><a href="#">Washing Hands: Food Safety Toolbox Talk</a></p> <p>Supervisor Monitor For Correct Wear</p>
Facility Risks & Hazards	<p>Hazards &amp; Risks Awareness</p> <ul style="list-style-type: none"> <li>• Traffic Patterns &amp; CCP By Area</li> </ul>	<p><a href="#">Food Safety Basics For Artisan Cheesemakers</a></p> <p><a href="#">Hygienic Zoning CDR Foot Traffic Flow Example Product Flow Example</a></p>



<p>Facility Risks &amp; Hazards</p>	<ul style="list-style-type: none"> <li>• Mitigation of Risks Through Cleaning &amp; Sanitation-Why, How and How to Verify</li>   <li>• Importance of SSOPs</li>   <li>• Clean &amp; Sanitize Surfaces Before Cutting or Packaging Cheese</li>   <li>• Prevention of Cross Contamination</li>   <li>• Your Role in Documentation</li>   <li>• Food Defense</li>   <li>• When to Notify/Ask Questions</li> </ul>	<p><a href="#">General Mills Sanitation Videos</a>  <a href="#">Food Manufacturing GMPs NCSU</a>  <a href="#">Sanitation Documentation</a>  <a href="#">7 Steps To Effective Wet Sanitation</a>  <a href="#">Preventing Aerosolization</a></p> <p><a href="#">Writing Sanitation Standard Operating Procedures PSU</a>  <a href="#">Sample SSOP</a></p> <p><a href="#">Retail Cheese Cut &amp; Wrap Video Satori</a>  <a href="#">9 Ways to Cut the Cheese</a>  <a href="#">The People's Cheese</a></p> <p><a href="#">Components Of An Effective Allergen Control Program</a>  Supervisor Remind Employee To Clean Raw Milk Tools Last</p> <p><a href="#">Food Safety Toolbox Talks: Documentation Basics in Food Manufacturing</a>  <a href="#">FSMA Human Food Audit Checklist ISU</a>  <a href="#">Generic Technical Data Sheet</a>  <a href="#">Document Request Form</a></p> <p><a href="#">Employees are the FIRST Line of Food Defense</a></p> <p><a href="#">See Something Say Something Poster</a></p> <p><a href="#">Food Safety Culture Overview IC</a></p>
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<p>Product Handling</p>	<ul style="list-style-type: none"> <li>• Labels &amp; Lot Codes Awareness &amp; Traceability</li>   <li>• Allergen Handling Awareness?</li>                   <li>• Warehouse/Receiving Rules and Record Keeping</li>                     <li>• Cooler Management</li>                     <li>• Inventory Management</li> </ul>	<p>Supervisor Discuss Importance of Verification and Your Role (i.e., Awareness and Consequences)</p> <p><a href="#"><u>FSMA Human Food Audit Checklist ISU</u></a></p> <p><a href="#"><u>Food Safety Basics For Artisan Cheesemakers</u></a></p> <p><a href="#"><u>Components Of An Effective Allergen Control Program FARRP UNL</u></a></p> <p><a href="#"><u>Food Labelling for the Food Allergic Consumer FARRP UNL</u></a></p> <p><a href="#"><u>Sample Color Coded Equipment Catalog</u></a></p> <p><a href="#"><u>Allergen Poster English &amp; Poster Spanish</u></a></p> <p>Supervisor Discuss Employee Awareness of Risks and Logs</p> <p><a href="#"><u>Toolbox Talk: Raw Material Receiving YouTube Receiving Form</u></a></p> <p>Review Temperature Logs &amp; Verification Process</p> <p><a href="#"><u>First In, First Out (FIFO)</u></a></p>
<p>The Role You Play</p>	<p>Importance of Managing Yourself, Role of Training Buddy, Training Process &amp; Documentation for Future Success</p>	<p><a href="#"><u>Book: Managing Ourselves</u></a> Assign Training Buddy &amp; Discuss Goals/Reviews</p>

## **Months One-Six**

Depending on the level of engagement and knowledge transfer, the timing for the transition to more advanced topics should be determined by the supervisor. In this section the employee will be introduced to the concept of the Food Safety Plan, prerequisite programs and how those programs work together to ensure the safety of your finished product from cross contamination. The employee will also learn about Food Safety Culture and their individual role in prevention of recalls. The training buddy should conduct Gemba walks to test knowledge and awareness levels of the employee. Customized trainings may also be required based upon the job function of your employee.

Months 1-6	Topic Area(s)	Resources & Tools
All Employees Should Have Awareness of Food Safety Plan & Prerequisite Programs	<ul style="list-style-type: none"> <li>Food Safety Plan &amp; Prerequisite Programs: Sanitation Programs, Maintenance Programs, Food Defense, Pest Control</li> </ul>	<a href="#">Growing Your Cheese Business Safely Guidance English &amp; Spanish</a> <a href="#">FDA Food Defense Training &amp; Education Pest Control Program Video</a>
Hygiene Zones	<ul style="list-style-type: none"> <li>Rings of Protection</li> </ul>	<a href="#">Hygienic Zones NCSU Hygienic Zoning CDR</a>
Cross Contamination Risks & Hazards	<ul style="list-style-type: none"> <li>Foreign Materials, Micro, Allergens, Environment</li> <li>Ingredient Handling Considerations</li> </ul>	<a href="#">Food Safety Webinars IC</a>  <a href="#">Supplier Controls Guidance Packet IC</a>
Recall Awareness of Your Role	<ul style="list-style-type: none"> <li>What To Do In the Event of a Recall</li> <li>Documentation Why It Matters</li> <li>Traceability Awareness</li> </ul>	<a href="#">Food Recall Training Tips</a>  <a href="#">FSMA Human Food Audit Checklist ISU Audit Template CDR</a>  <a href="#">Food Traceability Final Rule NCSU</a>

<p>Food Safety Culture: It Begins With You</p>	<ul style="list-style-type: none"> <li>• Participate and Conduct Monthly Audits &amp; Walk Throughs with Training Buddy</li>   <li>• When You See Something Say Something</li> </ul>	<p><a href="#">Food Safety Culture Lone Jespersen</a></p> <p><a href="#">Gemba Walk: What Is and How to Conduct</a></p> <p><a href="#">Food Safety Culture Overview IC</a></p> <p><a href="#">See Something Say Something Poster</a></p>
<p>Product Release Program</p>	<ul style="list-style-type: none"> <li>• Employee Responsibility &amp; Authority</li>   <li>• Employees Know They Are Empowered to Put Product On Hold</li>   <li>• Employees Know Hold Criteria &amp; Process</li>   <li>• Employees Know When/How to Act</li> </ul>	<p>Supervisor Review Employee Responsibilities In Handbook</p> <p>Supervisor Discuss Product Release Procedures and Sign-Off Process</p> <p>Supervisor Discuss Customer Requirements, Hold Criteria and When &amp; How to Act</p>

## **Senior Level**

Congratulations! You now have an employee with basic knowledge of Food Safety plans and programs. Some employees may want to learn more and possibly further their career as a supervisor or specialist within the organization. In this section your senior level employee will be introduced to additional process controls, sanitary design principles, the role of audits and what to do when there is a problem. More in-depth instruction on the use of Environmental Monitoring as a management tool and how to conduct a Root Cause Analysis and Corrective Action Program is provided. Given their importance and complexities, more advanced trainings may be warranted. In addition, PCQI training is recommended for senior level employees. At the end of this document, there is a list of available workshops/courses that can be accessed to provide this advanced level of training.

Senior Level	Topic Area(s)	Resources & Tools
Programs In Action	<ul style="list-style-type: none"> <li>Consider PCQI Training</li> </ul>	Supervisor Refer Employee to Advanced Trainings (See Specialized Trainings Below)
Role of Verification	<ul style="list-style-type: none"> <li>Environmental Monitoring &amp; Allergens</li> </ul>	<a href="#">Environmental Monitoring Videos NCSU</a> <a href="#">Components Of An Effective Allergen Control Program FARRP UNL</a> <a href="#">Whole Genome Sequencing: Tracking Down Outbreaks Incident Management Form RCA</a> <a href="#">Problem Solving Worksheet RCA/CAPA</a>
Role of Sanitary Design	<ul style="list-style-type: none"> <li>Facility Design</li> <li>Equipment Design</li> </ul>	<a href="#">Pathogen Controls Guidance Document IC</a> <a href="#">Facility Design Checklist</a> <a href="#">3-A Equipment Design Knowledge Center</a> <a href="#">Equipment Design Checklist</a>

Role of Auditing	<ul style="list-style-type: none"> <li>Annual, Regulatory &amp; 3<sup>rd</sup> Party Audits</li> </ul>	<a href="#">Food Safety Auditing 101</a> <a href="#">SQFI Self Audit Topics</a> <a href="#">Food Safety Programs Checklist Cornell</a> <a href="#">FSQ Level 1 Audit</a>
Traceability & Recalls	<ul style="list-style-type: none"> <li>Recall Prep, Insurance, Lot Code Traceability &amp; Documentation Requirements</li> </ul>	<a href="#">FDA Updated Food Traceability Guidance Video</a> <a href="#">Traceability Guidance Document 2020 IC</a> <a href="#">FSMA Human Food Audit Checklist ISU</a>
Food Safety Culture Reinforcement	<ul style="list-style-type: none"> <li>How to Make Your Employees Care</li> </ul>	<a href="#">Food Safety Culture IC</a> Supervisor Discuss Organizational Commitment
On-Site Retail (If Applicable)	<ul style="list-style-type: none"> <li>Separation of Retail from Processing Environment</li> </ul>	<a href="#">ServSafe Manager Practice Test</a>

## **Specialized Trainings**

As employees develop their understanding of food safety principles, more in-depth trainings may be recommended or required. Some of these advanced training opportunities are listed below. There may also be additional expertise located in your state or region. Visit this [interactive map](#) of food safety resources for additional information.

### Cornell University

- Introduction to Food Safety Principles in Spanish and English  
<https://cals.cornell.edu/introduction-food-safety-principles-spanish-and-english>
- Dairy Science and Sanitation in Spanish and English  
<https://cals.cornell.edu/education/degrees-programs/dairy-science-and-sanitation>
- Accredited HACCP in Spanish and English  
<https://cals.cornell.edu/education/degrees-programs/accredited-haccp>
- Certificate Programs & Courses  
<https://cals.cornell.edu/dairy-extension/small-processors/certificate-program-courses>

### NCSU

- Environmental Monitoring in the Dairy  
Industry: <https://units.cals.ncsu.edu/foodsafety/environmental-monitoring-in-the-dairy-industry/>
- GMPs for New Hires & Refresher Course: <https://units.cals.ncsu.edu/foodsafety/gmps-for-new-hires-and-refresher-course/>
- GMPs for Aspiring Managers: <https://units.cals.ncsu.edu/foodsafety/gmps-for-aspiring-managers/>
- GMPs Mastery Course Bundle: This course covers all GMP topics and provides resources for managers to use with their employees in group huddles to dig deeper into the GMP topics and promote discussions about food safety: <https://units.cals.ncsu.edu/foodsafety/gmps-mastery-course-bundle/>

- Food Safety Basics for Artisan Cheesemakers: <https://units.cals.ncsu.edu/foodsafety/food-safety-basics-for-artisan-cheesemakers/>
  - Lesson 1: Importance of Food Safety
  - Lesson 2: Regulations and Standards
  - Lesson 3: Food Safety Hazards
  - Lesson 4: Good Manufacturing Practices and Process Controls
  - Lesson 5: Environmental Pathogen Monitoring and Testing
  
- Preventive Controls for Dairy Processors: <https://units.cals.ncsu.edu/foodsafety/preventive-controls-for-dairy-processors/>
  - This course is appropriate for owners or managers. Participants will earn a HACCP Certificate and have one-on-one assistance with their food safety plan.
  
- Sanitation Controls Practitioners Program: <https://units.cals.ncsu.edu/foodsafety/sanitation-controls-practitioners-program/>
  - This course is appropriate for employees with hands on responsibility for sanitation. Participants learn how to carry out daily operations, how to be vigilant for emerging sanitation threats and how to maintain a sanitation program.
  
- Food Safety & Quality Management Program:
   
  
<https://online-distance.ncsu.edu/program/undergraduate-certificate-food-safety-quality-management/>
  - Online course providing foundational skills and knowledge about food safety, quality control and operations management concepts essential to career advancement related to the food manufacturing supply chain. Participants will earn an undergraduate certificate.

## Oregon State University

- [Dairy Foods Manufacturing Certificate and Continuing Education Series \(oregonstate.edu\)](https://oregonstate.edu/extension/programs/dairy-foods-manufacturing-certificate-and-continuing-education-series)

## Pennsylvania State University

- [Dairy Food Safety and Sanitation | Penn State Extension \(psu.edu\)](https://psu.edu/extension/programs/dairy-food-safety-and-sanitation)

## University of Wisconsin River Falls

- [Dairy Processing Workshops | University of Wisconsin River Falls \(uwrf.edu\)](https://uwrf.edu/extension/programs/dairy-processing-workshops)



## Wisconsin Center For Dairy Research

- [Training | Center for Dairy Research \(wisc.edu\)](#)
- [Advanced Sanitation | Center for Dairy Research \(wisc.edu\)](#)
- [HACCP Certification Workshop | Center for Dairy Research \(wisc.edu\) \*International HACCP Alliance Certified\*](#)
- [Environmental Monitoring](#)
- [Certificate in Dairy Processing \(CDP\) | Center for Dairy Research \(wisc.edu\)](#)
- [Safety & Quality | Center for Dairy Research \(wisc.edu\)](#)
- [Informational Short Training Videos](#)

## Innovation Center For U.S. Dairy Food Safety Workshops

- [Upcoming Workshops from the Innovation Center for U.S. Dairy](#)

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**Something Missing? Need Additional Assistance?**

**Contact [innovationcenter@usdairy.com](mailto:innovationcenter@usdairy.com)**