COURSE OVERVIEW HE0755
Certified Professional Food Manager (CPFM)

Course Title
Certified Professional Food Manager (CPFM)

Courser Reference
HE0755

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	April 21-25, 2025	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
2	June 29- July 03, 2025	Al Khobar Meeting Room, Hilton Garden Inn, Al Khobar, KSA
	October 05-09, 2025	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
3	December 14-18, 2025	Oryx Meeting Room, Double Tree by Hilton Al Saad, Doha, Qatar

Course Description

This practical and highly-interactive course includes practical sessions and exercises where participants will visit the site. Practical sessions will be performed using various equipment in order to apply the theory learnt in the class.

This course is designed to provide participants with a detailed and up-to-date overview of food management. It covers the various hazards to food safety and the potentially dangerous food; the factors leading to food-borne illness and its prevention; the food safety regulations including its inspection and correction of violation; and the verification and documentation of correction.

During this interactive course, participants will learn the international food safety icons and basic personal hygiene procedures; the different processes involved in purchasing, receiving and storage of food; the requirements and standards used in food preparation, holding, servicing and reheating; the equipment's needed in each process; the seven principles of HACCP, their advantages and standard operating procedures; and the effective pests' management plans.

Course Objectives

Upon successful completion of the course participants will be able to:-

- Get certified as a "*Professional Food Manager*"

- Explain the principles of food safety, hygiene and HACCP procedures and its applications

- Identify various hazards to food safety and recognize potentially dangerous food

- Recognize the factors leading to food-borne illness and prevent them

- Explain the food safety regulations including its inspection & correction of violations as well as verification and documentation of correction

- Recognize and interpret the International Food Safety Icons

- Implement basic personal hygiene procedures

- Identify the different processes involved in purchasing, receiving and storage of food

- Explain the requirements and standards used in food preparation, holding, servicing and reheating and list the equipment's needed in each process

- Discuss the seven principles of HACCP, identify their advantages & standard operating procedures

- Implement effective pests' management plans

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course is intended for food & beverage managers, supervisors & employees, sites & locations' doctors and nurses, all employees in catering companies, hotels and restaurants duty managers, cooks and kitchen managers, health & safety managers, supervisors, advisers, food safety and kitchen inspectors, public health & occupational health doctors & nurses

Haward Technology Middle East

Course Certificate(s)

(1) Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Successful candidate will be certified as a "*Professional Food Manager*". Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:

(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

Haward Technology Middle East

Continuing Professional Development (HTME-CPD)

CEU Official Transcript of Records

TOR Issuance Date:	16-Nov-21
HTME No.	8667-2014-9020-2559
Participant Name:	Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No. of Contact Hours	CEU's
HE0755-4D	Certified Professional Food Manager (CPFM)	November 13-16, 2021	24	2.4

| Total No. of CEU's Earned as of TOR Issuance Date | 2.4 |

TRUE COPY

Jaryl Castillo
Academic Director

Haward Technology has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this approval, Haward Technology has demonstrated that it complies with the ANSI/IACET 1-2013 Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2013 Standard.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking Continuing Education Units (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology is accredited by

BAC · ASNT · AWS · UKAS ISO 9001:2015 Certified · ilm RECOGNISED · nebosh LEARNING PARTNER · ICML · ACCREDITED IACET PROVIDER · API Proud Provider Upward Innovability

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Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Douglas Robinson is currently the **President** of **DSR Consulting**. He is a **Facilitator** and **Consultant** of **Food & Beverage** with over **35 years** of experience in industry. His wide experience and expertise cover **Food and Safety Management**, **Hazard Analysis of Critical Control Points** (**HACCP**), **Food Hygiene**, **Food Sampling**, **Food Risk Analysis** Quality Management, ISO Standards, **Microbiology** and **Food** & **Pharmaceutical** Technology. He is a **Registered Assessor of Food & Beverage** and Quality Management.

Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has extensive consulting experience in both public and private sectors with knowledge assessments and practical workplace assessments on **food & beverage**, **HACCP**, **microbiology**, **Food & Pharmaceutical** technology, **food safety** and quality, manufacturing principles, systems, production and project management.

During his long career life, Mr. Robinson worked for many International companies such as **Tiger Foods Brands**, **National Foods**, **Premier Foods**, **Unilever**, **Nestle's**, **SAB Miller**, **Mondi Manufacturing**, **Mondi Forests**, **Masonite Africa**, **Frame** etc.

Mr. Robinson has a **Master** degree in **Business Administration** (**MBA**) from the **University of Durban-Westville**, a **Bachelor** degree with **Honors** in **Business Management** and **Administration** and **Diplomas** in **Medical Technology**, **Marketing Management**, **Business Management** and **Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**), an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

Course Fee

Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	**US$ 6,000** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Haward Technology Middle East

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**Hazard Analysis Critical Control Points (HACCP)** *Food Protection Procedures*
0930 – 0945	*Break*
0945 – 1100	**Hazard Analysis Critical Control Points (HACCP) (cont'd)** *Implement the Hazard Analysis Critical Control Points (HACCP) Food*
1100 – 1230	**Hazard Analysis Critical Control Points (HACCP) (cont'd)** *Safety Management System ● Food Safety Assessment*
1230 – 1245	*Break*
1245 – 1420	**Hazard Analysis Critical Control Points (HACCP) (cont'd)** *Identify Time/Temperature Relationships to Food Borne Illness*
1420 - 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0900	**Review of the Previous Day**
0900 – 0915	*Break*
0915 – 1100	**Hazard Analysis Critical Control Points (HACCP) (cont'd)** *Monitor Food Temperatures*
1100 – 1230	**Hazard Analysis Critical Control Points (HACCP) (cont'd)** *Prevent Potential Hazards Before & During Delivery*
1230 – 1245	*Break*
1245 – 1420	**Food Borne Illness** *Recognize the Major Microorganisms & Toxins that can Contaminate Food*
1420 - 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0800	*Review of the Previous Day*
0800 – 0900	***Food Borne Illness (cont'd)*** *Ensure Proper Methods for Preventing Food Borne Illness*
0900 – 0915	*Break*
0915 – 1100	***Food Personnel/Hygiene*** *Implement Food Safety Education*
1100 – 1230	***Facilities & Equipment*** *Assess Food Preparation Facilities & Procedures ● Monitor Pest Control & Waste Management Practices ● Monitor Use of Separate Facilities for the Storage of Toxic Materials (Chemicals, Pest Control Substances) ● Determine that Materials & Design for Floors, Walls & Ceilings are Appropriate for Food Establishments*
1230 – 1245	*Break*
1245 – 1420	***Facilities & Equipment (cont'd)*** *Monitor Lighting & Ventilation ● Ensure Proper Plumbing Installation ● Ensure Proper Disposal of Solid Waste & Wastewater ● Select Equipment & Utensils that can be Cleaned & Sanitized Without Difficulty, Ensure Use of Approved Materials for Food Contact Surfaces*
1420 - 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0800	*Review of the Previous Day*
0800 – 0900	***Facilities & Equipment (cont'd)*** *Monitor Appropriate Use and Proper Location for Different Types of Refrigerators and Freezers ● Implement Cleaning and Maintenance Schedules ● Monitor Proper Temperatures for Heating, Holding and Cooling ● Monitor Proper Storage of Food Items in Refrigerators ● Monitor Proper Use and Location of Equipment Used to Heat Food ● Monitor Storage of Cleaned and Sanitized Utensils*
0900 – 0915	*Break*
0915 – 1045	***Facilities & Equipment (cont'd)*** *Monitor Proper Use of Chemicals for Cleaning and Sanitizing, Including Clean-in-Place ● Use Proper Principles and Practices of Manual and Mechanical Ware Washing*
1045 – 1200	***Pest Management*** *Monitor Pest Control Methods ● Implement Integrated Control of Pests (Exclusion, Sanitation, No Harborage) ● Recognize the Signs that Indicate the Presence of Pests and Implement Methods for Elimination/Reduction in Numbers*
1200 – 1215	*Break*
1215 – 1245	***Video/Group Activity***

1245 – 1420	**Regulatory Issues** *Understand the Relationship Between Regulatory Authorities and the Retail Food Service Industry ● Demonstrate Understanding of the Rights and Responsibilities of the Permit Holders and Employees*
1420 - 1430	**Recap** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0900	**Facility/Site Visit** *Practical Site Audit/Inspection*
0900 – 0915	*Break*
0915 – 1045	**Facility/Site Visit (cont'd)** *Practical Site Audit/Inspection (cont'd)*
1045 – 1200	**Facility/Site Visit (cont'd)** *Practical Site Audit/Inspection (cont'd)*
1200 – 1215	*Break*
1215 – 1300	**Facility/Site Visit (cont'd)** *Practical Site Audit/Inspection (cont'd)*
1300 - 1315	**Course Conclusion** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1315 – 1415	**COMPETENCY EXAM**
1415 – 1430	*Presentation of Certificates*
1430	*Lunch & End of Course*

Practical Sessions/Site Visit

Site visit will be organized during the course for delegates to practice the theory learnt:-

Course Coordinator

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