

COURSE OVERVIEW HE0768
Managing Food Safety in Catering

Course Title

Managing Food Safety in Catering

Course Date/Venue

September 07-11, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference

HE0768

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



This practical and highly-interactive course includes real-life case studies where participants will be engaged in a series of interactive small groups and class workshops.

This course provides a comprehensive understanding of food safety management principles essential for catering operations. Participants will learn to identify food safety hazards, allocate responsibilities within their teams, and manage safe food handling practices, including effective cleaning and disinfection regimes. Emphasis is placed on assessing supplier quality, implementing safety protocols, and maintaining robust pest control measures.



The course further equips learners to develop, implement, and monitor food safety management systems that comply with regulatory standards. Additionally, it highlights the critical role of communication in delivering effective information and training, ensuring a culture of food safety awareness across operations.



During this interactive course, participants will learn the food safety hazards and allocate the responsibilities; the operational requirements of safe food and practice cleaning and disinfection regimes; the supplier quality, safety and pest controls; the food safety management procedures; and the role of communication as a source of information and training.

Course Objectives

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

- Gain in-depth knowledge on food safety management and ensure compliance with legislation & industry guidance
- Identify food safety hazards and allocate the responsibilities
- Manage the operational requirements of safe food and practice cleaning & disinfection regimes
- Discuss supplier quality, safety and pest controls
- Implement, monitor & maintain food safety management procedures
- Recognize the role of communication as a source of information and training

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 conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of managing food safety in catering for food and beverage managers, supervisors and employees, sites / locations' doctors and nurses, all employees in catering companies, hotels and restaurants duty managers, cooks and kitchen managers, health and safety managers /supervisors/advisers, food safety and kitchen inspectors, public health and occupational health doctors and nurses.

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 Fee


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.

Course Certificate(s)


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

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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.

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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.

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:



Dr. Rawda El-Sheikh, PhD, MSc, BSc, is a Medical Laboratory & Food Expert and a Senior Health, Safety & Environment (HSE) Consultant. She is well-versed in the areas of **HACCP, Food Sampling, Food Safety & Management, LIMS, Analytical Laboratory Management, Laboratory Equipment, Quality Control, Laboratory Accreditation, Laboratory Auditing, Biological Monitoring, Statistical Analysis of Laboratory Data, Analytical Chemistry, Toxicology Surveillance, Occupational Safety and Health, Food Safety Management.** She is also an expert in **Quality Management, Nutrition Promotion, Food Hygiene, Industrial Hygiene, Oilfield Safety Programs and Risk Assessment, Job Safety Analysis (JSA).** Presently, she is the **Professor in Public Health & Industrial Medicine of Al-Azhar University** and a **Certified Consultant** and a **Registered Trainer for Food Safety and Occupational Health & Safety Trainer** of various International oilfield companies.

Dr. El-Sheikh is a **Certified Lead Auditor** for **ISO 22000:2005, OHSAS 18001:2007, ISO 14001:2004** from the International Registered of Certified Auditors (**IRCA, UK**), **Certified Safety Manager/Trainer, HAZWOPER Training Specialist (HTS)** and **Safety Planning Specialist** from the National Association of Safety Professional (**NASP, USA**) as well as a **Registered Food Safety Trainer** from the National Environmental Health Association (**NEHA, USA**) and **Authorized OSHA Trainer for Construction** and for **General Safety** from the **OSHA Training Institute, USA.** She is also an **International Member** and an **Authorized & Approved Trainer** of **OSHA, NEBOSH, CIEH, ICOH, IASP, IEMA, IOSH** and **APHA.** Further, her vast professional experience includes facilitating **occupational, health, safety** and the **environment** aspects and continuous delivery of numerous training courses in coordination between World Health Organization (**WHO**) and Ministry of Health & Population. She has been the **Lecturer** in Public Health & Industrial Medicine and **Demonstrator** of Occupational Health & Industrial Medicine for various Universities as well as the **Public Health Trainer** for International Non-Governmental Organizations (**NGOs**), the **Consulting Editor** at the **Journal of Psychology (USA)** and **Field & Central Supervisor** for the Ministry of Health.

Dr. El-Sheikh has a **Doctor of Medicine (MD)** in **Occupational Health & Industrial Medicine**, has a **Master** degree in **Occupational Medicine (MSc)**, a **Bachelor** degree in **Medicine & Surgery (MBBCh)** and a **Diploma Certificate** in **Total Quality Management** from the **American University.** Further, she is a **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**, an **Approved Food Safety Person in Charge (Level 1-4)** by **Dubai Municipality (DM)** and has participated in various international conferences and **published numerous papers and journals** globally.

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 be always met:

Day 1: Sunday, 07th of September 2025

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Food Safety Management Outline the economic costs to employers and the personnel costs of food-borne illnesses • Explain the benefits to the employer of high standards of food safety • Describe the manager's role in managing food safety • State the trend in the incidence of reported cases of food-borne illnesses over recent years and the foods that are most commonly involved • Explain the reasons for seasonal variations and the groups most at risk in reported outbreaks of food-borne illness
0930 – 0945	Break
0945 – 1100	Ensuring Compliance with Legislation & Industry Guidance Understand the application of EC Directives to member states • Explain the key aspects of present UK legislation • Describe the role of industry guides and codes of practice • State how legislation is applied, actions that may be taken by enforcement officers and the consequences of non-compliance
1100 – 1215	Ensuring Compliance with Legislation & Industry Guidance (cont'd) State the responsibilities of proprietors, managers, supervisors and food handlers towards food safety • Explain the role that managers have in communicating food safety to staff • State the responsibility that managers have towards the maintenance of appropriate food safety records and demonstrating due diligence • Describe the role of management when working with enforcement officers to investigate an outbreak of food-borne illness
1215 – 1230	Break
1230 – 1420	Food Safety Hazards Explain the hazards associated with skin injuries and infections, wearing of jewellery, nail varnish, inadequate protective clothing, personal bad habits and practices • Describe the most common intrinsic and extrinsic physical contaminants, inherent and introduced chemical contaminants (including mycotoxins), microbial contaminants (including bacterial toxins) and food allergens and explain the controls for prevention, detection and removal • State, with examples, the symptoms of acute and chronic food-borne illness caused by some chemicals, poisonous plants and certain types of fish
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: Monday, 08th of September 2025

0730 – 0930	<p>Food Safety Hazards (cont'd) Describe the structure, shape and size of bacteria, the functions of spores and their role in the survival of bacteria and describe toxin formation and distinguish between exotoxins and endotoxins • Explain how bacteria multiply, the influencing factors, the generation times and the significance of the growth curve • Explain the principles involved in using time and temperature to control microbial and enzyme activity in food • Explain the methods used to identify bacteria</p>
0930 – 0945	Break
0945 – 1100	<p>Food Safety Hazards (cont'd) State the differences between food poisoning and food-borne infection and the symptoms of illness they cause • State the sources, common foods involved, incidences, vehicles, routes of transmission, onset times, symptoms, likely carrier status and control measures for Salmonella spp, Clostridium perfringens, Staphylococcus Aureus, Clostridium botulinum, Bacillus cereus, Vibrio parahaemolyticus, E-coli and E-coli O157, Bacillary dysentery, Listeria monocytogenes, Salmonella Typhi and Salmonella Paratyphi, Campylobacter enteritis, viruses, moulds and parasites</p>
1100 – 1215	<p>Allocation of Responsibilities State the personal requirements necessary for a food handler and explain the need for careful staff selection • State why all staff have responsibilities in respect of food safety • State the controls necessary in respect of persons suffering from, or suspected of, suffering from foodborne illness</p>
1215 – 1230	Break
1230 – 1420	<p>Allocation of Responsibilities (cont'd) Explain the problems caused by carriers and the controls that can be implemented in a catering environment • State how changes of menu and operations can affect food safety procedures and how these can be managed • Explain how non-food personnel, such as maintenance staff, visitors and delivery persons, can contaminate food and how this can be managed</p>
1420 – 1430	<p>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</p>
1430	Lunch & End of Day Two

Day 3: Tuesday, 09th of September 2025

0730 – 0930	<p>Managing the Operational Requirements of a Safe Food Business Describe the criteria used in selecting a suitable site for a food premises and the internal design with regard to work flow, personnel facilities, waste disposal and adequate cleaning and disinfection • Explain how standards are maintained in respect of transporting food and outside catering • Explain the importance and use of suitable materials for work surfaces, sinks and food equipment • Describe the design features and properties of food equipment</p>
0930 – 0945	Break



0945 – 1100	<p>Managing the Operational Requirements of a Safe Food Business (cont'd) Explain the requirements for efficient and hygienic use of chillers, refrigerated and frozen food storage units • Establish a priority list for repairs and improvements based on food safety risks • Explain the principles involved with methods of preservation and how preserved foods should be stored • Explain the role of safe storage of food to minimize contamination and how stock control systems can be implemented, monitored and recorded • Explain the role of safe food handling practices commonly used in catering with particular reference to vulnerable groups</p>
1100 – 1215	<p>Cleaning & Disinfection Regimes Explain the need for and benefits of cleaning and the principles of implementing and managing a cleaning system including safe storage of cleaning materials • Define the terms cleaning, detergent, disinfection, sanitiser and sterilisation and the properties required for the chemicals used for each process</p>
1215 – 1230	Break
1230 – 1420	<p>Cleaning & Disinfection Regimes (cont'd) Describe cleaning processes, including CIP, for a range of activities, areas and equipment in a catering premise • Describe the management and administrative functions in relation to cleaning and cleaning schedules</p>
1420 – 1430	<p>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</p>
1430	Lunch & End of Day Three

Day 4: Wednesday, 10th of September 2025

0730 – 0930	<p>Supplier Quality & Safety Controls Explain the importance of purchasing only from reliable sources • Describe the methods that can be used to assess the safety of incoming stock and food equipment • Describe the requirements for safe transport, delivery and receipt of stock</p>
0930 – 0945	Break
0945 – 1100	<p>Pest Controls Explain the habitat and characteristics of food pests, such as rats, mice, flies, cockroaches, psocids, pharaohs ants, stored product insects and birds and the reasons for controlling them in food premises • Explain the environmental, physical and chemical methods of controlling food pests, including their limitations • Explain the importance of obtaining and/or utilizing professional advice or personnel, and monitoring the effectiveness of their methods</p>
1100 – 1215	<p>Establish Food Safety Management Procedures Explain the importance of implementing a food safety management procedure and how it can be applied to various catering businesses • Explain how to develop a food safety system, including composition of a food safety management team • Produce product workflow diagrams for a range of dishes and explain how they can be verified</p>
1215 – 1230	Break





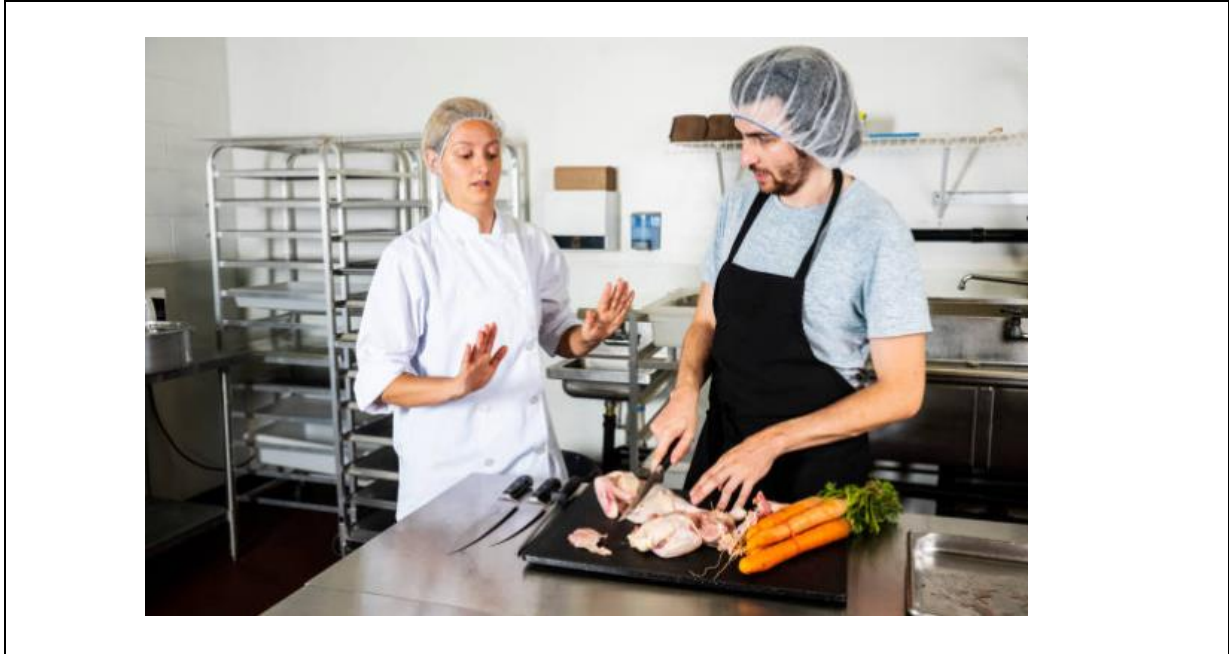
1230 – 1420	Monitoring the Implementation of Food Safety Management Procedures Explain how hazards are identified and how they are assessed as being critical to food safety • State how critical limits are set, implemented, including tolerance parameters, recorded and monitored
1420 – 1430	Recap Using 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: Thursday, 11th of September 2025

0730 – 0930	Monitoring the Implementation of Food Safety Management Procedures (cont'd) Explain how corrective actions are implemented if controls are not met and managed • Establish procedures to verify the efficiency of the food safety management system • State how changes of menu and operations can affect food safety procedures and how changes can be managed
0930 – 0945	Break
0945 – 1100	Maintaining Food Safety Management Procedures Explain the importance of monitoring and reviewing procedures and responding to problems • Explain the importance of regular management inspections and internal audits • State how the food safety management procedure can be communicated to all staff and develop a communication system when changes in procedure occur • Establish procedures to evaluate and review the food safety management procedure
1100 – 1215	Communication, Sources of Information & Training Describe how food safety procedures can be communicated to all staff responsible for its implementation, maintenance, monitoring and evaluation to develop and maintain a food safety culture • Describe the sources of further information and guidance on food safety and food safety management systems and acknowledge when this may be required
1215 – 1230	Break
1230 – 1345	Communication, Sources of Information & Training (cont'd) State the need for, and benefits of, food safety training • Explain the factors to be considered in the development, content and methods of effective food safety training programmes required for all associated personnel • Explain the use and benefit of assessing training needs and the maintenance of training records
1345 – 1400	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Certificates
1430	Lunch & End of Course

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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