

**MA PHIT**  
**Food Certificate Program**

---

**JOINT FIELD TRAINING**  
 Diane Bernazzani, MDPH

**FOOD**

<http://sphweb.bumc.bu.edu/otit/lphi/maphitfcp/index.html>

---

---

---

---

---

---

---

---

**Categories of Field Trainers**

---

2

1. **MA PHIT FCP Qualified Field Trainer**
2. **MA Standardized Retail Food Inspector**

The goal is for all of our field trainers to seek standardization, particularly those from jurisdictions enrolled in the FDA Voluntary National Retail Food Regulatory Program Standards.



---

---

---

---

---

---

---

---

**MA PHIT FCP Qualified Field Trainer**

---

3

1. MA PHIT FCP classroom trainees with a passing score on the written exam (included pre-requisites)
2. At least 3 years of regulatory food inspection experience or have completed 100 independent regulatory food inspections
3. Completion of MA PHIT FCP field training, using MA PHIT Field Trainer Worksheets
4. Written permission to host up to 3 Trainees over the course of a year, with 5 – 10 joint field training inspections per trainee.
5. Attendance at a Field Trainer Preparation class

---

---

---

---

---

---


---

---

### Seeking Standardization

④

- ORAU "Post" curriculum courses
- As resources allow, additional joint field inspections using MA PHIT Standardization Inspection Report Forms




---

---

---

---

---

---

---

---

### Number of Joint Inspections

⑤

<b>3 yrs. experience or 100 inspections</b>	<b>&lt; 3 yrs. experience or &lt; 100 inspections</b>
Five joint inspections	Ten joint inspections
All high risk	Low (one) Medium (one) High (eight)

\*Note: Reduced inspection numbers may be allowed if a participant demonstrates proficiency in all required competencies as determined by the trainer(s), in consultation with MDPH.

---

---

---

---

---

---

---


---

### Tools and Forms

⑥

- Field Training Manual
- Field Training Worksheet
- Inspection log

Document location:  
<http://sphweb.bumc.bu.edu/otlt/lphi/maphitfcp/MAPHITFCP4.html>




---

---

---

---

---

---

---

---

## Types of Training Inspections

7

### Trainer vs. Trainee Led

• **Trainer-Led**

**STEP 2 – CONDUCTING DEMONSTRATION (TRAINER-LED) INSPECTIONS**

When selecting staff for trainer-led inspections, management should consider experienced staff with a solid command of all the competencies the FSIO will be expected to demonstrate in the training process. These experienced staff members will lay the foundation for the trainee's assimilation of the knowledge and skills needed to conduct food safety inspections as they will be initially demonstrating how to correctly perform specific job tasks.

• **Trainee-Led**

**STEP 3 – PREPARING FOR INSPECTIONS LED BY THE TRAINEE**

Inspections led by the trainee consist of two inter-related but separate activities: one is specific to the role of the jurisdiction's trainer, the other relates to the role and responsibilities of the trainee.

- The **trainer** is responsible for observing the trainee as he/she demonstrates competencies identified in the jurisdiction's training plan.
- The **trainee** is responsible for conducting the inspection in the presence of the trainer, per the jurisdiction's administrative procedures and policies.

Even though there is a relationship between these activities, it is important to recognize the need to view them separately.

---

---

---

---

---

---

---

---

---

---

---

---

## Assessing Competency

8

There is no single 'correct' method for making a determination as to when a trainee has successfully demonstrated a competency during field training inspections. Throughout the series of training inspections, the trainer will observe the trainee demonstrate many competencies. For some competencies, the trainer will be able to ascertain relatively quickly whether a trainee has demonstrated the job task correctly. For example, once a trainee successfully demonstrates the proper use of inspection equipment, he/she generally will maintain that skill throughout the training process.

Almost all of the competencies listed, however, should be demonstrated by the trainee several times. The trainer should observe the trainee successfully demonstrate a consistent pattern of behavior for each competency. As defined in this document, a 'consistent pattern of behavior' means:

- The trainee can explain the purpose/objective of the job task and the steps necessary to carry it out effectively;
- The demonstration of a clear understanding of a given competency; and
- A collective set of trainer observations which predominately indicate that the trainee can successfully demonstrate the competency correctly and repeatedly.

---

---

---

---

---

---

---

---

---

---

---

---

## Competencies Difficult to Observe

9

A 'comment' section is provided at the bottom of each of the performance element tables. This area can be used to describe future training objectives or to provide a method of communicating training observations among multiple trainers. It can also be used to describe changes to the training plan to ensure opportunity to demonstrate a competency that may be difficult to observe during field training inspections.

From the example presented on the previous page, the comment section includes the following note:

*Trainee did not observe a condition during the joint field training inspections that required issuance of an embargo/stop sale/food destruction order. Office scenarios were set up. Trainee demonstrated steps that would be implemented for the issuance of an embargo/stop sale/food destruction order and completed the required forms per the jurisdiction's administrative protocol. (John Smith)*

---

---

---

---

---

---

---

---

---

---

---

---

### Overview of the Joint Inspection Process

10

Before	During	After
<b>Trainee contact trainer</b> <ul style="list-style-type: none"> <li>Plan on going to trainer's community</li> </ul>	<b>Together:</b> <ul style="list-style-type: none"> <li>Review Field Training Manual and Field Training Worksheet</li> </ul>	<b>Trainer:</b> <ul style="list-style-type: none"> <li>Completes Field Training Worksheet and submits to trainee and MDPH (MDPH consults as necessary)</li> </ul>
<ul style="list-style-type: none"> <li>1:1 ratio preferred</li> <li>Use multiple trainers if possible</li> </ul>	<ul style="list-style-type: none"> <li>Conduct inspection</li> <li>Complete MA FEIR</li> </ul>	<b>Trainee:</b> <ul style="list-style-type: none"> <li>Update Training Log</li> </ul>

---

---

---

---

---

---

---

---


---

---

### Elements of a Training Inspection

11

- I. Pre-Inspection
- II. Inspection Observations and Performance
- III. Oral Communication
- IV. Written Communication
- V. Professionalism




---

---

---

---

---

---

---

---



---

---

### I. Pre-Inspection

12

1. Gather required equipment and forms
2. Review establishment file for previous inspection report, complaints, HACCP plans, variances or other documents

12

---

---

---

---

---

---

---

---

---

---

### Pre-Inspection, cont.

13

- 3. Remember to bring a copy of the codes.
- 4. Why?
- 5. Does BOH have to provide copies to operator?



13

---

---

---

---

---

---

---

---

---

---

### Tips

14

- The pre-inspection work should be done with the trainee present; if not possible, when you meet be sure to review what you did and what you found out.
- Include things such as checking with assessor for actual owner, reviewing complaint history, previous inspection reports, other file history, existing variances, pending actions/activities




---

---

---

---

---

---

---

---

---

---

### II. Inspection Observations & Performance

15

- 1. Provide identification as a regulatory official to Person in Charge (PIC)
- 2. Confirm agency authority for inspection
- 3. State the purpose of visit




---

---

---

---

---

---

---

---

---

---

**Inspection Observations & Performance (cont.)**

16

- 4. Have knowledge of jurisdiction's laws, rules, and regulations required for conducting retail food inspections
- 5. Use a risk based methodology




---

---

---

---

---

---

---

---

**Inspection Observations & Performance (cont.)**

17

- 6. Obtain and verify immediate corrective action for out of compliance employee practices and management procedures (essential to safe storage, preparation, and service of food)
- 7. Correctly assess compliance status of other regulations [good retail practices – "blue items"]
- 8. Correctly use inspection equipment




---

---

---

---

---

---

---

---

**Tips**

18

- **Ask questions** and engage in a dialogue concerning code violations and corrective measures
- **Compare** completed inspection reports/notes
- **Discuss** elements of a Correction Order. Trainer should provide copy to Trainee if possible.




---

---

---

---

---

---

---

---

**III. Oral Communication**

19

- 1. Dialogue with PIC and other employees
- 2. Answer questions
- 3. Overcome language or communication barriers
- 4. Maintain confidentiality
- 5. Apply conflict resolution skills
- 6. Conduct an Exit Interview




---

---

---

---

---

---

---

---

**Dialogue**

20

- Ask open-ended questions (not yes/no)
- Don't interrupt when others are speaking
- Paraphrase or summarize statements to confirm understanding
- Be respectful and non-judgmental (don't take sides)
- Only enforce the regulation (not your opinion)

---

---

---

---

---

---

---

---

**Answer Questions**

21

- Don't provide legal advice
- Be accurate in your responses but don't hesitate to admit if you don't know an answer (be sure to get the answer, relay it, and document that you did so)




---

---

---

---

---

---

---

---

**Barriers and Confidentiality**

22

**Overcome language or communication barriers**

- Avoid jargon and acronyms
- Use drawings or diagrams if necessary

**Maintain confidentiality**

---

---

---

---

---

---

---

---

**Conflict and Exit Interviews**

23

**Apply conflict resolution skills**

- Don't be argumentative
- Stay neutral, calm, and focused
- Discuss personal safety and solutions



**Always conduct an Exit Interview**

- Review all findings; provide code information upon request
- Explain public health significance and answer any questions
- Leave a copy of MA FEIR
- Provide contact information and next steps

---

---

---

---

---

---

---

---

**Tip**

24

1. **Model Best Practices.**
2. **Avoid this:**

**I KNOW THAT YOU BELIEVE YOU  
 UNDERSTAND WHAT YOU THINK  
 I SAID, BUT I'M NOT SURE YOU  
 REALIZE THAT WHAT YOU HEARD  
 IS NOT WHAT I MEANT**

---

---

---

---

---

---

---

---



### IV. Written Communication

25

#### Inspection Form

1. Complete MA FEIR, in a legible, accurate manner
2. Cite and describe violations
3. Note time frame for correction and reinspection
4. Note any referrals
5. Reference other documents
6. Obtain signatures

The image shows a thumbnail of a form titled 'City/Town of MA FEIR and Correction Order'. It includes fields for Name, Address, and various checkboxes for different types of violations and enforcement actions. The form is divided into sections for 'Inspection Form' and 'Correction Order'.

---

---

---

---

---

---

---

---

---

---

---

---

### Written Communication, cont.

26

#### Correction Order & Due process

1. Discuss proper service (with Inspection Form)
2. Note the right to a hearing and file information
3. Advise of Hearing processes and decisions
4. Keep records

---

---

---

---

---

---

---

---

---

---

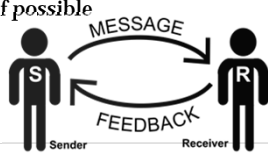
---

---

### Tips

27

- **Discuss**
  - ✓ Report writing and record keeping
  - ✓ Due process
  - ✓ Hearings (including best practices)
  - ✓ Other enforcement options
- **Share** a completed MA FEIR and Correction Order, if possible




---

---

---

---

---

---

---

---

---

---

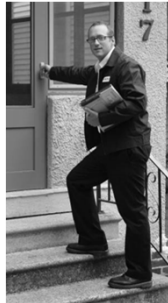
---

---

### V. Professionalism

28

1. Discuss inspection preparation
2. Model suitable appearance
3. Demonstrate good manner & sanitary practices
4. Report observed or substantiated conditions—supported by FACTS
5. Enforce the regulation NOT opinion




---

---

---

---

---

---

---

---

### Other Elements

29

1. Sampling
2. Voluntary Disposal
3. Embargo
4. Emergency Actions (suspension/revocation)
5. Hearings/Court




---

---

---

---

---

---

---

---

### Successful Completion

30

The trainees will have conducted at least 5-10 joint field inspections under the supervision of a QFT or MA SRFI at the completion of their joint field training.

- Copies of the Field Training Worksheets should be maintained as written documentation of successful completion
- Worksheets and Log should be submitted to Ruth-Ellen
- MDPH will send a QFT letter to trainees




---

---

---

---

---

---

---

---

### Review of Key Points

31

- ✓ Prepare in advance (file review, forms, tools & equipment)
- ✓ Identify yourself and state purpose of visit
- ✓ Be knowledgeable about the regulations and use risk based methodology
- ✓ Certain conditions require immediate action
- ✓ Good communication (oral and written) is crucial for compliance--always conduct an exit interview
- ✓ Know and adhere to due process principles
- ✓ Act in a professional manner

---

---

---

---

---

---

---

---

### Questions?

32

- Remember, we need your help to train future inspectors!

---

---

---

---

---

---

---

---