



# FOOD SAFETY SYSTEM CERTIFICATION 22000

## ANNEX 8: E-LEARNING REQUIREMENTS FOR TRAINING ORGANIZATIONS

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## 1. PURPOSE

This Annex describes the requirements for the delivery of FSSC 22000 approved courses by approved Training Organizations through E-learning.

## 2. SCOPE

E-learning is a learning system based on formalised teaching but with the help of electronic resources. While teaching can be based in or out of the classrooms, the use of computers and the Internet forms the major component of E-learning. E-learning can also be termed as a network enabled transfer of skills and knowledge, and the delivery of education is made to individual or a large number of recipients at the same or different times.

E-learning within the scope of FSSC 22000 includes full online courses and VILT (Virtual Instructor-led Training).

Full online courses refers to learning by utilizing electronic technologies to access to training material outside of a traditional classroom. In the context of this document it refers to a course delivered completely online.

Virtual instructor-led training (VILT) refers to training that is delivered in a virtual or simulated environment, or when instructor and learner are in separate locations. Virtual instruction environments are designed to simulate the traditional classroom or learning experience.

Blended courses are also included in the scope of FSSC 22000 approved training, under certain conditions and only related to the FSSC 22000 Lead Auditor Course. A blended course is defined as a combination of E-learning and physical classroom training.

## 3. GENERAL REQUIREMENTS

The general requirements and application as specified in Part 6 of the Scheme applies to E-learning and this Annex addresses any differences or additional requirements that needs to be addressed. The Annex should be read in conjunction with Part 6 of the Scheme Requirements.

### 3.1 TYPES OF TRAINING

E-learning can be applied to the following types of training for FSSC 22000.

- Understanding FSSC 22000: via online courses & VILT
- Implementing FSSC 22000: via online courses & VILT
- FSSC 22000 Internal Auditor Course: only via VILT
- FSSC 22000 Lead Auditor Course: only as a blended course

The duration of the E-learning courses needs to be in line with the durations for the classroom trainings as specified in Part 6 of the Scheme Rules. In the case of a FSSC 22000 lead auditor course being delivered as a blended course, the E-learning component will typically be 2 days, followed by the physical classroom training consisting of 3 days, including the exam.

The training material in the TO library (where available) shall be used as the basis for the FSSC 22000 training courses. The design and lay-out may differ, but the content shall be included as a minimum in the relevant FSSC 22000 approved course being delivered.

## 4. SPECIFIC REQUIREMENTS

The table below sets out how to apply the requirements in Part 6 of the Scheme and includes any additional requirements or the specific requirement related to E-learning.

TABLE 1 – APPLICABILITY OF EXISTING CRITERIA IN PART 6 TO E-LEARNING			
Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
4.1 Learning needs	Determine target group and learning goals;	Yes	To be supplied either via a website that details these requirements or in other supporting documentation
	Specify minimum level of education/experience of delegates	Yes	
<b>4.2 Development of Training Materials</b>			
1. Design shall include:	a) Content	Yes	
	b) Purpose	Yes	
	c) Target Audience	Yes	
	d) Course Prerequisites	Yes	
	e) Learning Objectives	Yes	
	f) Training plan and course agenda	Yes	
	g) Tutor Notes	Yes	A Design Plan including a detailed Summary of the Course Contents/Storyboard and access to online training course to be supplied. Content of design plan shall include requirements in 5.1 and/or 5.2
	h) Delegate Notes	Yes	Supporting documentation to be provided to delegates
	i) Handouts	Yes	Training material and supporting documentation to be provided to delegates
	j) Assessment methodology	Yes	Additional criteria applies for E-learning courses.
	k) Training Resources	Yes	

Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
2. Training shall include a clear explanation of:			Refer to the TO library for minimum content
	a) ISO 22000 (FSMS, hazard control)	Yes	
	b) PRPs, OPRPs and CCPs	Yes	
	c) Additional Scheme requirements	Yes	
	d) Board of Stakeholders decision list.	Yes	
3. Meet requirements for the course in Annex 6		Yes	
4. Respect the copyright of the Foundation		Yes	
<b>4.3 Learning Environment and Resources</b>			
1.Ensure that:	a) All resources are available	Yes	These should be available as downloads or links to resources, including the course content; what is expectation/pre-requisites for the course i.e. Standard knowledge
	b) Trainers have the resources available	Yes	
	c) All resources can be accessed by course delegates	Yes	Need to consider the software platform used and the delegates ability to use it (i.e. comparable with different systems such as IOS, Microsoft etc.) Via links from the website
2.The TO shall ensure that the necessary staff, associates and learning resources are selected and deployed, taking into account any specific needs, and that resources are maintained.		Yes	

Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
<b>4.4 Course Member Evaluations</b>			
1. For courses that require evaluation of course delegates (on-going assessment, final assessment (exam) etc.) the TO shall:		Yes – blended course only	Only compulsory for the lead auditor course – in the case of a blended course, the group exercises, case studies and final assessment shall be included in the physical classroom component of the course
<b>4.5 Effectiveness of Training</b>			
1. The TO shall keep track of the success rates of the course delegates who completed the training (numbers of course delegates passing and failing the course).		Yes	Where questions are used in the full online course- a feedback mechanism is needed for incorrect answers selected by the delegate
2. The TO shall evaluate whether the course delegates were satisfied with the training (and the exam, where applicable).		Yes	
3. A customer satisfaction survey shall be performed by the TO after each training is conducted. Any needed actions shall be taken by the TO in order to make improvement in accordance with their continuous improvement program. Records of the survey shall be maintained.		Yes	

Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
<b>5.1.1 Trainer Competence: Experience</b>			
1. The trainer shall have at least 3 years' work experience with FSMS as an auditor, consultant or QA/Food Safety officer.		Yes	VILT – same requirements for trainer apply Full online course - "Trainer" in the context of the Scheme refers to the Training Developer
2. Training experience shall be a minimum of 3 training courses, totaling 10 days training (where a day is eight hours). A log shall be provided that demonstrates the training has been in the area of food safety (for example: ISO 22000, other GFSI food safety standards, HACCP etc.)		Yes	In addition for the full online course: experience in training methodology and developing online courses are required;
3. The training experience can be achieved via participation under supervision in training courses.		Yes	
<b>5.1.2 Trainer Competence: Qualifications</b>			
1. The trainer shall have the following adequate knowledge, demonstrated through training records and/or experience:	a) Trainers qualified to provide introduction and implementation courses: i. Scheme requirements, relevant normative documents, FSSC 22000 Guidance documents.	Yes	Full online course - "Trainer" in the context of the Scheme refers to the Training Developer
	b) Trainers qualified to provide auditing courses:	Yes - VILT	
<b>5.1.3 Train the Trainer</b>			
All FSSC 22000 trainers shall successfully complete a train-the-trainer program to demonstrate the capability of delivering training.		Yes	Full online course - "Trainer" in the context of the Scheme refers to the Training Developer Additional for E-learning: Specific training required for developing digital learning either through experience or a course/s

Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
<b>5.1.4 Personal Skills</b>			
1) The trainer shall have the following personal skills:	a) listening and communicating effectively; b) developing presentations; c) motivating people; d) facilitation; e) managing conflicts; f) continuous professional development; g) using information technology effectively; h) sensitivity to equality and diversity issues; i) adherence to a conduct of conduct or statement of values; j) intercultural competencies; k) guiding, counselling and mentoring.	Yes - VILT	Full online course: 1) The Training Developer shall have the following personal skills: b) developing presentations; f) continuous professional development; g) using information technology effectively; h) sensitivity to equality and diversity issues; i) adherence to a conduct of conduct or statement of values;
	2) The TO is responsible to ensure the trainers demonstrate these personal skills (for example: by observing training).	Yes - VILT	The TO is responsible to ensure the training developers demonstrate these personal skills (for example: by reviewing online training courses).
<b>5.1.5 Qualification Record</b>			
The TO shall demonstrate the requirements of 5.1.1 – 5.1.4 by completing a Trainer Qualification record. The record shall be retained for the duration of qualification as an FSSC 22000 trainer.		Yes - VILT	Full online course: The record shall be retained for the duration of the online course.
<b>5.1.6 Records</b>			
Records of work experience, qualifications, and training shall be maintained by the TO for each FSSC 22000 trainer.		Yes	Records of work experience, qualifications, and training shall be maintained by the TO for each FSSC 22000 Trainer and Training developer.



Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
<b>5.2 Maintenance of Trainers Qualifications</b>			
1. The TO shall have a system to maintain the competence of the trainers.		Yes - VILT	Full online course - "Trainer" in the context of the Scheme refers to the Training Developer
2. The TO shall ensure that its trainers maintain an appropriate level of knowledge and education, by providing an internal program for continuous professional development (CPD).		Yes - VILT	Full online course: The TO shall ensure that its Training developer maintain an appropriate level of knowledge and education, by providing an internal program for continuous professional development (CPD).
3. Any changes to the Scheme requirements shall be communicated to the trainers prior to conducting training to the new Scheme requirements.		Yes - VILT	Full online course: Any changes to the Scheme requirements shall be communicated to the Training developer prior to conducting training to the new Scheme requirements.
4. Annual training on Scheme updates and information shall be conducted by the TO following the Harmonization Conference.		Yes	
5. In order to maintain their training skills, the trainer performs at least: a) two (2) FSSC 22000 training courses every two years; OR b) two (2) FSMS training courses per year that are equivalent to FSSC 22000 courses (GFSI approved).		Yes - VILT	Full online course: Continuous Professional Development (CPD) to be demonstrated for the Training Developer on the skills developing online courses

Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
<b>6. Management System</b>			
<b>Have a management system for developing and delivering training</b>	System in place covering requirements in Part 6	Yes	In addition: 1) Mechanism required to protect data/course content online 2) GDPR policy in place
<b>6.1 Document control</b>	Ensure most recent version of Scheme documents are used and changes are addressed	Yes	A mechanism is required for the maintenance of course contents and updates/changes within a specified timeline
<b>6.2 Complaints and appeals</b>	System in place covering requirements in Part 6	Yes	
<b>Annex 6</b>			
<b>Understanding FSSC 22000</b>	a) FSSC 22000 b) FSSC 22000-quality c) FSSC 22000 GMP	Yes	Refer TO Library for minimum course content
<b>Implementing FSSC 22000</b>	a) FSSC 22000 b) Examples of implementing requirements	Yes	Refer TO Library for minimum course content
<b>FSSC 22000 Internal Auditor</b>	a) FSSC 22000 b) Auditor skills and knowledge based on ISO 19011: 2018 c) Examples of auditing requirements d) Case studies e) Grading and closing nonconformities	Yes	VILT training only

Requirement of FSSC Section 4-6; Annex 6&7	Details of the requirement	Existing Criteria applies to E-learning	Specific requirements for E-learning
<b>FSSC 22000 Lead Auditor</b>	a) Pre-requisite requirements: knowledge of FSSC 22000 scheme, ISO 22000: 2018; PRPs; Hazard Control b) Auditor skills and knowledge based on ISO 19011: 2018; ISO/IEC 17021: 2015; ISO/TS 22003: 2013 c) Group exercises d) Case studies (role play etc.) e) Certification process f) Audit duration calculation g) Multi-site organizations h) Types of audits (incl unannounced and transition audits) i) Examples of auditing requirements j) Audit report k) Nonconformity Management	Yes – blended course only	The E-learning component of the course will be focused on theory, while the physical classroom component includes the group exercises, case studies and further explanations on the theoretical content, as well as the final assessment (exam). The E-learning may be delivered fully online or through VILT.
<b>Annex 7</b>			
<b>Certificate templates</b>		Yes	The method of training needs to be added to the Certificate i.e. training delivered through: Virtual Instructor-led training, Full online course <u>or</u> blended course.

## 5. ADDITIONAL REQUIREMENTS

### 5.1 VIRTUAL INSTRUCTOR-LED TRAINING

- a) Procedure(s) shall be in place to describe how the requirements below will be addressed;
- b) The VILT platform needs to be identified and tested prior to running the course to ensure it is appropriate and accessible to the learners and can deliver all the objectives of the course;
- b) The VILT training shall cover the full course contents and produce a comparable outcome to the FSSC 22000 approved classroom course. It might be necessary to adjust some of the slides or create additional slides specifically for the virtual training;
- c) The training shall be delivered by a current FSSC approved trainer;
- d) The trainer shall in addition receive specific training on the delivery methodology and how to effectively deliver a virtual course to the target audience;
- e) Detail the technical support that learners will be provided with, including how it will be ensured learners know how to use and interact with the technology, and what IT support will be available should there be any problems;
- f) The expectations and requirements needed for successfully attending the training shall be communicated to the delegates prior to the course;
- g) Define how the course content will be delivered including but not limited to the below:
  - The duration of each learning session taking into account that the session durations need to be appropriate for virtual training.
  - How learner participation will be monitored?
  - How will the case studies be managed in the group?
  - How continuous assessment of the learner will be measured?
  - How learner competence will be determined?
  - How the course material (pre and post course) will be made available to the delegates?
  - Maintain an overview of the courses provided using VILT to be submitted to the Foundation.
- h) The TO shall notify the Foundation which courses will be provided using VILT, prior to starting delivery of these VILT courses, as part of the pre-approval process. Once approval has been received from the Foundation, the TO's will be allowed to provide the courses.
- i) VILT courses will be included in the Integrity program as part of the monitoring process.

## 5.2 FULL ONLINE COURSES

In all instances, suitable technology shall be used to deliver training with high quality graphics and sound:

- 1) The platform shall be suitable and accessible to the user.
- 2) The platform needs to be identified and tested prior to running the course to ensure it is appropriate and accessible to the learners and can deliver all the objectives of the course;
- 3) Detail the technical support that learners will be provided with, including how it will be ensured learners know how to use and interact with the technology, and what IT support will be available should there be any problems;
- 4) The expectations and requirements needed for successfully attending the training shall be communicated to the delegates prior to the course;

The TO shall notify the Foundation which courses will be provided as full online courses prior to starting the delivery, as part of the pre-approval process. Upon request of the Foundation, the TO shall provide access to these online courses to assess the content, delivery and quality i.e. of imaging/videos. Once approval has been received from the Foundation, the TO's will be allowed to provide the courses online.

Online courses will be included in the Integrity program as part of the monitoring process.

Procedure(s) shall be in place to describe how the requirements below will be addressed;

Additional requirements for the delivery of Full Online courses include the following:

### **a) Student engagement**

A method to demonstrate that the student completed all portions of the course. For example, has the student completed all pages, presentations and/or exercises. A record to demonstrate full completion and participation in the course is required.

The course design and lay-out shall be suitable for an online course including consideration to the length of modules/training units.

### **b) Interactivity**

A requirement for the level of interaction with the student, providing a good mixture of learning activities, technical solutions and delivering techniques suitable to the type of course being delivered.

### **c) Student understanding**

A mechanism to demonstrate the student understanding of the material e.g. through exercises. Where questions are used in the presentation, a feedback mechanism is needed for incorrect answers.

### **d) Student support**

Detail the technical support that learners will be provided with, including how it will be ensured learners know how to use and interact with the technology, and what IT support will be available should there be any problems.

### **e) Review of student work**

A mechanism to review the content of the course by an instructor in the case of an issue or a dispute; for example in the case where a student claims to have completed or passed a section of the training – can this be verified?

**f) Effectiveness of training**

Additional requirements include the use of course metrics to measure the effectiveness of the training and to drive continual improvement through trend analysis.

**g) Course Maintenance**

Once the training has been designed, there must still be a qualified instructor to answer questions, review student work if necessary and to make required updates and improvements to the training.

**5.3 BLENDED COURSES**

- a) In the case of blended courses, the E-learning requirements for either the full online course or the VILT has to be met, depending on which method is used for the E-learning component of the course. The requirements relating to the physical classroom training as described in Part 6 of the Scheme rules applies.
- b) In the case of the FSSC 22000 lead auditor course being delivered as a blended course, the E-learning component will typically be 2 days, followed by the physical classroom training consisting of 3 days, including work group exercises, case studies (i.e. role play), verification and further explanation on theoretical components as well as the final assessment (exam).
- d) The full course content as required for a FSSC 22000 lead auditor course shall be covered in the combination of the E-learning and the physical classroom training components.
- e) The E-learning component shall be successfully completed before progressing to the physical classroom training and the training organization shall have a method to monitor the successful completion of the E-learning component.
- f) The expectation is that the E-learning is directly followed by the physical classroom training, but where this is not possible, the typical timeframe between these 2 components of the training is one week.