

## **RSPH Level 4 Certificate in Dairy Hygiene Inspection**

**March 2023**

Guided Learning Hours: 75 hours

Total Qualification Time: 150 hours

Ofqual Qualification Number: 610/2204/4

### **Description**

The objective of the RSPH Level 4 Certificate in Dairy Hygiene Inspection is to develop a working knowledge of the requirements of hygiene inspections at primary production level for milk production holdings, including in relation to raw drinking milk.

Holders of this qualification will have the appropriate knowledge and understanding to conduct an inspection, identify the outcomes of that inspection and communicate those findings to required stakeholders.

The qualification is aimed at trainee Dairy Hygiene Inspectors appointed by the Food Standards Agency and for those individuals currently working as Dairy Hygiene Inspectors.

This Level 4 qualification covers the core principles of the dairy industry and dairy inspection, the legislation and regulation pertaining to the industry and the hierarchy of enforcement, the effective application of Food Safety Management Systems within the industry and the proper use of the Manual of Official Controls.

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# Unit 1 Principles of the Dairy Industry

Guided Learning: 15 hours

Total Unit Time: 30 hours

Unit Level: 4

Unit Reference Number: T/650/5848

## Summary of Learning Outcomes:

To achieve this unit a candidate must:

- 1. Understand the structure and development of the dairy industry *with reference to:***
  - 1.1 The structure of the dairy industry
  - 1.2 Factors that may affect the success of the industry
  
- 2. Understand how dairy hygiene and animal health may restrict the sale of milk *with reference to:***
  - 2.1 The effect of notifiable diseases on a dairy business
  - 2.2 The effects of poor animal hygiene on the composition, quality and acceptability of milk.
  
- 3. Know the operating methods of the dairy industry *with reference to:***
  - 3.1 Principles of the dairy milking process relating to cows
  - 3.2 Differences in the milking process for other milk species.

## Indicative Content

### 1. The structure and development of the dairy industry

1.1 *Structure of the dairy industry*; the purpose, roles and responsibilities of key stakeholder organisations such as Red Tractor, the Animal Plant Health Authority, Dairy UK, AHDB, the RPA, dairy purchasers and processors; key interaction points between those stakeholder organisations; significant milestones in the development of the industry; relevant statistics relating to the size, output and development of the industry over time.

1.2 *Factors that may affect the success of the industry*: impact of a range of factors, including:

Environmental – impact of factors such as weather, climate, climate change and geography; availability and quality of feed; availability and type of housing; incidence of disease or other hazards; explanation provided as to how these factors may affect the success of the industry.

Government – impact of factors such as changes to legislation, regulation and taxation; domestic and international economic climates; setting and review of quality standards; trade policy and tariffs; provision of subsidies, aid and investment to support key stakeholders within the industry; explanation provided as to how these factors may affect the success of the industry.

Technology – impact of factors such as technological advances that improve efficiency within the industry, such as robotic milking and cow collars; use of information technology and data in milk production, processing and purchase; barriers to access or implementation; explanation provided as to how these factors may affect the success of the industry.

### 2. How dairy hygiene and animal health may restrict the sale of milk

2.1 *Effect of notifiable diseases on a dairy business*: impact of factors such as the deterioration of health, welfare and fertility of animals; impact on farm gate price and economic conditions for dairy businesses; effect on the viability of seasonal production; impact on/of the production and processing environments; impact on the environment in which animals are kept.

2.2 *How poor animal hygiene can affect the composition, quality and acceptability of milk*: legal requirements in relation to animal hygiene and milk production and processing; relationship between poor animal hygiene and the risk of physical, chemical and microbial contamination; examples of possible sources of contamination; examples of potential outcomes of milk contamination; impact of lower quality milk on businesses and consumers; impact on being able to achieve premiums; importance of measures to prevent poor hygiene, such as

cleanliness, staff training, maintenance, preparation and routine, medicine-based treatments, adequate and appropriate animal housing.

### **3. Operating methods of the dairy industry**

3.1 *Principles of the dairy milking process relating to cows:* explanation of key stages of the process; the effective and efficient use of different styles of farm/milking parlour; the appropriate housing and feeding of cows used in the milking process.

3.2 *Differences in the milking process for other milk species:* consideration shown for the differences required in the processes such as block calving or seasonal calving and for other species, such as seasonal milking in sheep and goats, buffalo, camels and horses; the impact of the differences in size between species and the location in which they are kept and housed; the variations in seasonality between different species and their impact on the milking process.

## **Unit 2      Relevant Dairy Legislation & the Hierarchy of Enforcement**

Guided Learning: 15 hours

Total Unit Time: 30 hours

Unit Level: 4

Unit Reference Number: Y/650/5849

### **Summary of Learning Outcomes:**

To achieve this unit a candidate must:

**1. Understand UK Dairy Hygiene Inspector (DHI) Requirements** *with reference to:*

- 1.1 Relevant legislation to support the dairy inspector
- 1.2 Enforcement actions, decisions & escalation
- 1.3 Situations where informal advice is appropriate
- 1.4 Situations where enforcement actions are required
- 1.5 Appropriate personal behaviours and qualities

**2. Understand the management of incidents and outbreaks** *with reference to:*

- 2.1 Incidents and outbreaks that may require management
- 2.2 Procedures for incidents and outbreaks

**3. Know requirements for the production of formal enforcement letters and notices** *with reference to:*

- 3.1 Requirements of enforcement letters and notices
- 3.2 Serving of enforcement letters and notices

## Indicative Content

### 1. UK Dairy Hygiene Inspector (DHI) Requirements (FSMS)

- 1.1 *Relevant legislation to support the dairy hygiene inspector:* relevant legislation identified, such as The Food Safety and Hygiene (England) Regulations 2013, Regulation (EC) No. 852/2004, Regulation (EC) No. 853/2004 and Regulation (EC) 178/2002.
- 1.2 *Enforcement actions, decisions and escalation:* different types of enforcement actions explained, including Remedial Action Notice (RAN), Hygiene Improvement Notice (HIN) and Hygiene Emergency Prohibition Notice and Order (HEPN); explanation of the decision-making process for selecting an appropriate action and identifying situations in which an action may need to be escalated; outline of the parties involved in issuing them; overview of the process of explanation of required steps before implementing each different type of formal enforcement action, including informing the producer and ensuring sufficient evidence is available; appeal procedures available in relation to enforcement actions; processes for non-compliance with an enforcement action; processes for withdrawing an enforcement action.
- 1.3 *Situations where informal advice is appropriate:* overview of the key steps of the hierarchy of enforcement model and its purpose; explanation of key considerations in approaching the hierarchy, including urgency, severity, the tools available to manage a situation, the historic performance of the producer and their willingness to comply; use of the hierarchy to identify situations in which informal advice is an appropriate and proportionate response, such as opportunities to clarify or to update producers on requirements or best practise.
- 1.4 *Situations where enforcement actions are required:* application of the hierarchy of enforcement model and the key considerations set out in 1.2; use of the hierarchy to identify situations in which enforcement action is an appropriate and proportion response, such as the identification of significant hazards posing an urgent and severe risk to health, evidence of multiple contraventions of regulations or a lack of willingness or ability to progress corrective actions.
- 1.5 *Appropriate personal behaviours and qualities:* consideration shown for the range of potential reactions shown by an individual being notified of enforcement action; appropriate behaviours and qualities outlined, including the importance of acting in a calm and professional manner and being consistent in approach; explanation of how the use of these behaviours and qualities can increase the likelihood of positive outcomes being reached.

## **2. Management of incidents and outbreaks**

*2.1 Incidents and outbreaks that may require management:* range of outbreaks and incidents outlined, including those pathogens that carry a risk of causing illness, hospitalisations and death; explanation provided as to why those incidents and outbreaks require management; overview provided as to the key objectives of the management of specific incidents or outbreaks.

*2.2 Procedures for incidents and outbreaks:* identify key individuals involved in the management of an incident or outbreak; outline the role of the DHI in managing an incident; explain the correct procedures to be followed against a range of specific incidents and outbreaks to their resolution, including appropriate incident protocol and guidance; identify appropriate incident documents and explain their purpose. Explain the importance of learning lessons from incidents or outbreaks and outline the methodology for achieving this.

## **3. Production of formal enforcement letters and notices**

*3.1 Requirements of enforcement letters and notices:* identification of all key points to be included in specific letters and notices, in line with the Manual for Official Controls, including setting out enforcement responsibilities and relevant legislation, highlighting the non-compliance, setting out corrective action(s) and timescales for completion and providing routes for appeal; role of enforcement letters in improving outcomes; legal status of enforcement letters and notices and potential use in future legal proceedings; key considerations for ensuring that letters and notices are clear and accessible to the recipient.

*3.2 Serving of enforcement letters and notices;* individuals who are able to serve and withdraw different types of enforcement letters and notices, including as part of RAN, HIN and HEPN; the regulations that enable enforcement letters to be sent; individuals to whom different types of enforcement letters and notices should be served; appropriate communication channels for serving letters and notices; forms of obstruction that can affect the serving of letters and notices and strategies for overcoming them.

## **Unit 3 Principles of Dairy Inspection including Compliance Ratings**

Guided Learning: 15 hours

Total Unit Time: 30 hours

Unit Level: 4

Unit Reference Number: F/650/5850

### **Summary of Learning Outcomes:**

To achieve this unit a candidate must:

- 1. Understand procedures for Dairy Inspection *with reference to:***
  - 1.1 The structure and purpose of unannounced dairy inspections
  - 1.2 Conducting an unannounced inspection
  - 1.3 The structure and purpose of Compliance Rating
  - 1.4 Enforcement actions and decisions
  
- 2. Know how to use the Dairy Tablet for recording inspection findings *with reference to:***
  - 2.1 The use of digital ICT equipment and applications
  - 2.2 The accuracy of report content and structure
  - 2.3 Inspection outcomes and actions

## Indicative Content

### 1. Procedures for Dairy Inspection

- 1.1 *Structure and purpose of unannounced dairy inspections*: description of different types of inspection and their intended purposes; rationale or trigger points for unannounced inspections; frequency at which unannounced inspections can take place; processes for scheduling an inspection; key considerations in preparing to undertake an inspection; processes for establishing priority areas for the inspection.
- 1.2 *Conducting an unannounced inspection*; description of appropriate processes for carrying out all aspects the inspection process, including arrival and opening the inspection; potential reasons for aborting a visit and process for doing so; completion of all required records; closure of the inspection; use of findings from the inspection to draw conclusions and provide justifications for them; development of any enforcement actions and decisions and the rationale underpinning them.
- 1.3 *Structure and purpose of Compliance Rating*; purpose of Compliance Rating including intended impact on outcomes; areas of performance covered by the Compliance Rating; process for applying the Compliance Rating during an inspection; methodology for assessing performance against criteria within the Rating and communicating the outcome to all relevant stakeholders.
- 1.4 *Enforcement actions and decisions*: explanation of the scope of potential enforcement actions and decisions; description of key considerations and criteria for triggering specific enforcement actions and decisions; stages in recording and communicating actions and decisions to all relevant stakeholders; explanation of supports available to producers in implementing corrective actions.

### 2. How to use the Dairy Tablet for recording inspection findings

- 2.1 *Use of digital ICT equipment and applications*: all digital equipment and applications required in relation to an inspection outlined; explanation of how the equipment and applications are used at specific stages of the inspection process; training and support options available in using the equipment and applications provided.
- 2.2 *Accuracy of report content and structure*: steps for ensuring accuracy of report content and structure including use of templates, exemplars and best practice taken from previous reports; explanation of importance of allowing others to review and comment on drafts.
- 2.3 *Inspection outcomes and actions*; stages for communicating outcomes and actions from the inspection, including provision of an overview of the inspection

and the rationale for it, summary of the key activities undertaken as part of the inspection, description of key findings of the inspection, including in relation to the animals, equipment and processes observed, provision of appropriate evidence, including images, description of required corrective actions, summary of the inspection report.

## **Unit 4      How effective Food Safety Management Systems (FSMS) can control risks from raw drinking milk**

Guided Learning: 15 hours

Total Unit Time: 30 hours

Unit Level: 4

Unit Reference Number: K/650/5853

### **Summary of Learning Outcomes:**

To achieve this unit a candidate must:

#### **1. Understand Food Safety Management Systems (FSMS) *with reference to:***

- 1.1 FSMS procedures
- 1.2 The effective use of FSMS to support Raw Drinking Milk production
- 1.3 The verification of FSMS procedures
- 1.4 Enforcement action to be taken if risks are not controlled

#### **2. Understand the requirements for Raw Drinking Milk (RDM) *with reference to:***

- 2.1 Legal requirements for raw milk and liquid milk
- 2.2 Variations in raw drinking milk from different species
- 2.3 Roles and responsibilities relating to sampling and testing procedures for Raw Drinking Milk (RDM)
- 2.4 Roles and responsibilities relating to additional sampling and testing procedures for Raw Cows' Drinking Milk (RCDM)
- 2.5 Management of incidents and outbreaks resulting from RDM

## Indicative Content

### 1. Food Safety Management Systems (FSMS)

- 1.1 *Food Safety Management Systems: Hazard Analysis and Critical Control Point (HACCP) as a basis for food safety management; the seven principles of HACCP; pre-requisites of a food safety management system; composition and training of individuals and teams responsible for HACCP; stages in developing and implementing the system (the Codex logic sequence); importance of key components such as control measures, critical control points, monitoring systems and corrective actions*
- 1.2 *Effective use of FSMS to support Raw Drinking Milk production: description of the application of FSMS to the flow process for Raw Drinking Milk production; explanation of standard operating systems used in production; identification of critical control points and appropriate control measures to address them; description of appropriate monitoring systems for Raw Drinking Milk production, such as sampling programmes; description of potential risks or hazards that might be identified and appropriate corrective actions for them.*
- 1.3 *Verification of FSMS procedures: importance of verifying and reviewing food safety management procedures; validation of the FSMS; evidence and information required for verification of food safety management procedures; verification methods such as ensuring accurate monitoring and recording, inspections and audits, observations of staff and processes, microbiological testing, use of consultants.*
- 1.4 *Enforcement action to be taken if risks are not controlled: intended purpose of enforcement action on producers; explanation of the range of enforcement actions that can be taken; examples of circumstances in which different enforcement actions might be applied and the rationale for their application; individuals and bodies responsible for identifying appropriate enforcement actions; description of process steps for monitoring the implementation of an enforcement action.*

### 2. Requirements for Raw Drinking Milk (RDM)

- 2.1 *Legal requirement for raw milk and liquid milk: Key legislation such as the Dairy Products (Hygiene) Regulations 1995, the Food Safety and Hygiene (England) Regulations 2013 and the Food Hygiene (Wales) Regulations 2006; legislation in place to regulate the sales of raw drinking milk and the instances in which it can be sold directly to consumers; legal requirements for food businesses intending to sell raw drinking milk; regulations in place to ensure hygiene in the production of raw milk, including in relation to animal health; scheduled inspection of producers; appropriate labelling.*

*2.2 Variations in raw drinking milk from different species:* description of variations in controls in relation to the production, labelling and sale of raw milk from different species, including cows, sheep, goat and buffaloes; rationale for the variations in controls provided.

*2.3 Roles and responsibilities relating to sampling and testing procedures for raw drinking milk:* role and frequency of inspections in monitoring the production and handling of raw milk; responsibilities of the producer to sample and test the milk they produce explained; overview of the roles and responsibilities of the Dairy Hygiene Inspector (DHI); possible causes and responses to failed samples; certification and explanation of results; cool box requirements and effective cool box use.

*2.4 Roles and responsibilities relating to additional sampling and testing procedures for raw cows' drinking milk:* overview of the additional sampling and testing procedures for RCDM outlined; roles and responsibilities of key stakeholders identified; rationale for additional sampling and testing of RCDM provided; explanation of the verification sampling and testing process undertaken by the Food Standards Agency (FSA) provided, including the frequency and purpose of control samples,

*2.5 Management of incidents and outbreaks resulting from RDM:* legal requirements in relation to declaring and responding to an incident and outbreak resulting from RDM; roles and responsibilities of key stakeholders involved in managing an incident or outbreak under Schedule 6 of the Food Safety and Hygiene (England) Regulations 2013; importance of following agreed incident protocol and guidance; identification and use of appropriate paperwork and incident documents; use of correct equipment and personal protective equipment (PPE)

## **Unit 5      The use of the Manual of Official Controls in dairy hygiene inspection**

Guided Learning: 15 hours

Total Unit Time: 30 hours

Unit Level: 4

Unit Reference Number: H/650/5851

### **Summary of Learning Outcomes:**

To achieve this unit a candidate must:

- 1. Know how to access the Manual of Official Controls (MOC) *with reference to:***
  - 1.1 Internet access and currency of MOC
  - 1.2 Information and guidance
  
- 2. Understand how to navigate the MOC to locate required information *with reference to:***
  - 2.1 Use of the index
  - 2.2 Use of annexes
  - 2.3 Key words and phrases

## Indicative Content

### 1. How to access the Manual of Official Controls

*1.1 Internet access and currency of MOC:* overview of the purpose of the MOC; locations at which the MOC should be accessed online; importance of accessing the current version of the MOC and of being aware of amendments to the MOC outlined.

*1.2 Information and guidance:* structure of the MOC and the aspects of it that are of particular relevance to dairy hygiene; overview of the guidance for using the MOC and how it might be accessed; importance of the MOC revision log and how it might be accessed.

### 2. How to navigate the MOC to locate required information

*2.1 Use of the index:* locations at which the index can be accessed; benefits of using the index to locate required information compared to other search and navigation options outlined; examples of the use of the index to identify required information provided.

*2.2 Use of annexes:* the information and resources available within annexes of the MOC; locations at which annexes can be accessed; benefits of using annexes to locate required information compared to other search and navigation options outlined; examples of the use of annexes to identify required information provided.

*2.3 Key words and phrases:* benefits of using key words and phrases to locate required information compared to other search and navigation options outlined; examples of the use of key words and phrases to identify required information provided.

## Guidance

### Suggested Reading:

- Ewbank, R., F Kim-Madslie & CB Hart (Eds) 1999 Management and welfare of farm animals. 4th Edition. Universities Federation for Animal Welfare
- Food Standards Agency Manual for Official Controls
- Papademas, P. & Bintsis, T. (2010) Food safety management systems in the dairy industry: A review

### Assessment:

Assessment of these units will be by a portfolio of evidence. Evidence can include observations in the workplace, witness statements, oral questioning, reflective writing and written examinations and assignments.

Assessment will be carried out by internal assessors. Assessment decisions are subject to internal and external standards scrutiny.

Assessment must cover all of the learning outcomes and assessment criteria for each of the units. Learners must satisfy the assessors for all of the learning outcomes within a unit in order to achieve the unit.

Candidates must complete all assessment requirements within one year of registering for the qualification. Candidates must be registered with RSPH before starting their training for this qualification.

### Special Assessment Needs:

Centres that have candidates with special assessment needs should consult The Society's Reasonable Adjustments Policy; this is available from RSPH and the RSPH web site ([www.rsph.org.uk](http://www.rsph.org.uk)).

### Recommended Qualifications and Experience of Tutors and assessors:

RSPH would expect that tutors have teaching experience and a qualification in a relevant subject area but recognises that experienced tutors can often compensate for a lack of initial subject knowledge, or experienced practitioners for a lack of teaching experience.

Assessors should hold a recognised assessor qualification or be working towards such a qualification.

## **Recommended Prior Learning**

There are no recommended prior learning requirements for this qualification.

## **How to apply to offer this qualification:**

Centres should be registered with The Society. To become a centre approved to offer this qualification, please complete the 'Centre Application Form' which can be found on our website in the Qualifications and Training section. If you are already an approved centre, please complete the 'Add an additional qualification form' which can be downloaded from the Centre area on the website [www.rsph.org.uk](http://www.rsph.org.uk). Please ensure that you include details of your quality assurance procedures. You will need to attach a CV to this application. Centres should ensure that paragraphs 4.5 and 4.6 of the application forms are completed as this qualification is assessed and marked by the centre.

Please contact the Qualifications Department at [centreapproval@rsph.org.uk](mailto:centreapproval@rsph.org.uk) if you need any assistance.

## **Other Information:**

All RSPH specifications are subject to review. Any changes to the assessment or learning outcomes will be notified to Centres in advance of their introduction. To check the currency of this version of the specification, please contact the Qualifications Department or consult the RSPH website.

Centres must be registered with RSPH.

Any enquiries about this qualification should be made to:

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