



# LEARNING AND RECOGNITION FRAMEWORK FOR THE FOOD AND BEVERAGE PROCESSING SECTOR

## Level 4 MANAGEMENT

FUNCTION-SPECIFIC ELECTIVES Choose from a minimum of two categories	SALES AND MARKETING				WORKFORCE MANAGEMENT		FACILITY MANAGEMENT	FOOD PRODUCTION		LOGISTICS AND PURCHASING		FUTURE ELECTIVES <i>For example: Food Fraud, etc.</i>
	Manage Public Relations Crises and Controversies	Develop Sales Plan	Develop Integrated Marketing Strategy (conduct situational analysis, develop integrated marketing strategy)	Develop Branding and Pricing Strategy (develop branding, develop pricing strategy)	Set Strategic Direction for the Workforce (develop HR plan, develop succession plan, allocate HR, monitor implementation of HR Plan)	Develop Compensation Packages (develop compensation)	Oversee Design of Facility Systems (electrical, piping, HVAC, water, plumbing, wastewater, air, gas, steam, etc.)	Set Strategic Direction for Food Production (develop production plan, develop production schedule, review production reports, monitor workflow and yield, implement strategies to maximize resources)	Plan for Equipment (design plan for equipment layout, provide input for food processing equipment purchases, define process capacity, commission equipment)	Develop Logistics Plan (establish inventory system, plan warehouse operations, develop warehouse plan)	Manage Transportation (design transportation network, determine carrier requirements, select carrier, obtain insurance)	
MANDATORY COMMON CORE	HEALTH AND SAFETY		RISK MANAGEMENT AND RECALLS		FOOD QUALITY AND SAFETY MANAGEMENT				SANITATION AND PEST CONTROL		WASTE MANAGEMENT	RESEARCH AND DEVELOPMENT
	Develop Occupational Health and Safety Program (develop OHS program, evaluate program, direct accident/incident investigations)	Develop Facility and Product Security Program (develop Facility Security Program, monitor adherence to facility security program)	Manage Food Traceability (create traceability system, implement traceability system, maintain system)	Manage Recalls (develop recall plan, manage recall)	Develop HACCP Program (assemble team, describe products, process flow diagram, verify schematic, hazard analysis, CCP, critical limits, monitoring procedures, record-keeping)	Develop Prerequisite Program (develop prerequisite program for premises)	Develop Quality Management System (recruit quality manual, benchmark best practices, create deviation management system, create corrective and preventive action system, create complaint system, process control data analysis)	Manage Audits (develop tracking tools, develop system to manage audits, prepare for audits)	Develop Chemical Safety Programs (conduct chemical risk assessment, implement control chemical safety measures, develop program)	Develop Pest Control Program (develop pest control program, implement and monitor)	Develop Facility Environmental Monitoring Processes	Develop Facility Waste Management and Recycling Programs (develop recycling waste management program)
	Risk Management for Managers (analyze risk of domestic and international operations, develop risk management plan, implement and monitor plan, knowledge of food traceability and recalls, OHS risks)		Develop Organizational Policies, Processes, and Procedures (determine applicable legislation, develop organizational policies, develop SOPs, implement P&P and monitor organization's record-keeping, knowledge of audits)		Financial Management for Managers (develop budget, monitor budget performance, develop product costing, manage cash flow, generate reports, obtain alternate source of funds)		Business Data Analysis and Statistics for Managers (data collection systems, using formulas, projections, presentation of financial information, consumer and commercial credit, simple and compound interest, trend analysis, annuities, depreciation, financial instruments and discounting, integrity of data)		Leadership for Managers (decision making, critical thinking/problem-solving, internal and external communication (media, agencies, customers and the protocols), develop strategic vision, develop organizational sustainability plan, develop change management plan, promote continuous improvement)		Future Core Skills <i>For example: Developing a Culture of Food Safety</i>	

## Level 3 SUPERVISOR\* – Supervisor Specializing in Food Production

FUNCTION-SPECIFIC ELECTIVES Choose at least one food safety option (bordered in orange)	SALES AND MARKETING				WORKFORCE MANAGEMENT				FACILITY MANAGEMENT	LOGISTICS AND PURCHASING		
	Introduction to Marketing in the Food Processing Sector (domestic and international markets/end consumers, basics of pricing models, how to reach market, connection to customer, marketing trends, whole process for product development, processing, labeling to consumer)	Sell Products and Services (qualify customer, conduct sales calls and presentations, overcome objections, develop quotes, close sales, process sales, follow up on sales, monitor sales plan, handle customer concerns and complaints)	Oversee Marketing Activities (monitor implementation of marketing strategy, provide info about products and services, advertise)	Develop Promotional Events and Contest (develop marketing/promotional events, oversee promotional events, participate in industry shows, develop trade sales promotions)	Execute Online Marketing (develop online presence)	Execute Public Relations and Media Activities (conduct public relations activities)	Hire Employee (recruit/assist with recruitment, screen, interview, hire)	Train Employee (employee resources, orientation, plan training, conduct training)	Manage in Union Environment (collective agreement, respond to grievances, participate in collective bargaining)	Facilitate Employee Departure (dismiss, layoff, resignations)	Introduction to Facility Operations (knowledge of each system, function, impacts on operations, maintenance scheduling, basic troubleshooting, conserving resources data integrity)	Inventory Management (maintain inventory system, manage problem inventory, complete cycle counts, oversee warehouse operations)
MANDATORY COMMON CORE	RISK MANAGEMENT AND RECALLS		SANITATION AND WASTE MANAGEMENT		FOOD PRODUCTION			RESEARCH AND DEVELOPMENT				
	Risk Management for Supervisors (implement risk management plan, monitor implementation of risk management plan, also monitor department's record management system)	Supervise Recalls (manage recall, follow recall plan, legislation/compliance)	Oversee Facility Cleanliness and Sanitation (develop cleaning processes, verify cleaning processes, monitor cleaning, develop sanitation process, monitor sanitation)	Monitor Waste Management (monitor facility waste management activities, manage and implement recycling program)	Food Production Workflow Management (monitor production workflow, monitor yield, monitor process control statistics, adjust production workflow, manage production problems, maximize personnel and equipment use, assess availability of supplies, data integrity)	Food Production Administration (prepare production reports, monitor department record management including digital data, monitor regulatory compliance, implement policies and procedures, data integrity)	Food Safety and Quality Program Implementation (communicate FSMS and QMS to employees, verify programs and tasks, monitor quality, grade/inspect, implement and monitor pest management, take corrective action)	Food Safety and Quality Compliance (review and validate, program documentation, prepare for audits, participate in audits, interact with regulatory inspectors)	Develop New Product Ideas (research, product concepts, bench-top prototypes; also commercialize [provide input])	Improve Existing Products and Processes (value-added, input into innovation, cost optimization, product development, and improvement)		
	Supervise Employee Performance (encourage positive work environment, motivate, schedule employees, conduct performance reviews, address performance issues, promote, mentor/coach)		Monitor OH&S and Security (conduct safety inspections, follow OHS Program, participate in emergency preparedness and accident investigations, monitor adherence to security program, conduct exercises and drills, knowledge of workers' compensation, lead emergency prep)		Monitor Budget Performance (impacts of key indicators being monitored, margin, financial impacts, labour costing, monitoring production/yield, essential math, e.g. ratios and proportions)		Build a Respectful Workplace (supervising with emotional intelligence, diversity/inclusion, harassment)		Introduction to the Regulatory Environment (provincial/territorial, national/international regulations and agency info for all subsectors)		Leadership for Supervisors (implement action plans, delegate tasks, promote continuous improvements, implement organizational change, support organizational change, conduct meetings, manage internal communication, decision making, problem-solving/critical thinking)	

## Level 2 OCCUPATIONS

OCUPATIONAL-SPECIFIC TRAINING One of: ➡	INDUSTRIAL MEAT CUTTER Course accredited to NOS	CHEESEMAKER Course accredited to NOS	POULTRY PRIMARY PROCESSING FRONTLINE WORKER Course accredited to NOS	DAIRY PROCESSING OPERATOR Course accredited to NOS	FISH AND SEAFOOD PRIMARY PROCESSOR Course accredited to NOS	FOOD PROCESSING OPERATOR Course accredited to NOS	SANITATION WORKER Course accredited to NOS	QA/QC TECHNICIAN Course accredited to NOS		
MANDATORY COMMON CORE	Principles of Food Safety (food microbiology, food-borne illness, contamination/spoilage, microbiological hazards, bacteria/yeasts/molds [good and bad], biological/chemical/physical sources of contamination including allergens)		Quality Control and Quality Assurance Systems (quality control systems, mitigation, introduction to recall audits, basics of regulations/compliance, safety and quality specifications)		Introduction to Process Control (sampling, CCP, food safety, product quality, characteristics of ingredients/in-process products)		* People who have taken programs that are accredited to HACCP Coordinator NOS will receive credit for courses at several different levels in this framework.		* Individuals with a Level 2 Certificate will receive credit towards the knowledge portion of their chosen occupational certification.	

## Level 1 FOUNDATIONS

SECTOR-SPECIFIC ELECTIVES One of: ➡	KNIFE and POWER TOOL SKILLS -or- LEVEL 1 MEAT CUTTING CERTIFICATION (use food processing hand and power tools, use knives and saws)		FOOD PROCESSING EQUIPMENT (operate food processing equipment [pre-up, startup, monitor, changeovers, minor maintenance, troubleshoot, lock out])		PRODUCT PACKAGING (prepare materials, portion/weight, fill and seal, bottle/can, label, tray/box, palletize, perform change-over)		INVENTORY HANDLING (pick and pack, prep for shipping, receive, unload, store, etc.)			
INDUSTRY-SPECIFIC ELECTIVES One of: ➡	Introduction to the Animal Food Production Industry*	Introduction to the Grain and Oilseed Industry*	Introduction to the Sugar and Confectionary Industry*	Introduction to the Fruit and Vegetable Industry*	Introduction to the Dairy Industry*	Introduction to the Meat and Poultry Industry*	Introduction to the Fish and Seafood Industry*	Introduction to the Bakery Industry*	Introduction to the Beverage Industry*	
MANDATORY COMMON CORE	Introduction to the Food Processing Industry		Basics of Food Safety (what is contamination, overview of allergens, importance of sanitation, consequences of noncompliance, regulatory overview, proper handling and preservation of ingredients/products, what is traceability, intro pest control)		Workplace Sanitation		Introduction to Quality Control and Quality Assurance (what is it, how does it impact the worker in the workplace)		GMPs and SOPs	Workplace and Industrial Safety

## WORKPLACE ESSENTIALS

ELECTIVES Minimum of three ➡	Self Awareness/Independence	Customer Relationships	Canadian Culture	Adaptability	Self-Actualization	Interpersonal Relationships	Assertiveness	Empathy/Social Responsibility	Positive Attitudes in the Workplace
MANDATORY COMMON CORE	Workplace Communication	Thinking Skills	Document Use	Working with Others	Employee and Employer Expectations	Food Safety Culture and You	Digital Technology Skills	Numeracy	Stress Management



NOTE: An orange border indicates Food Safety content.

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