



FoodSHAP®

Certificate Program

Handbook for Students



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FoodSHAP[®]'s mission is to help implement the Food Safety training requirements under the Philippine Food Safety Act of 2013, with the support of its team and their professional expertise in Food Safety, Environmental Health, Food Microbiology, Education, and Management.

FoodSHAP[®] courses are internationally certified by CPD (Continuing Professional Development) Certification Services, UK and accredited by Highfield International UK and Middle East.

In the Philippines, we are accredited by the Overseas Workers Welfare Administration (OWWA) NCR, Department of Agriculture - Bureau of Plant Industry (BPI), Department of Tourism (DOT), Department of Labor and Employment (DOLE), and recognized by the Department of Health (DOH), Department of Education (DepEd), and LGUs.

Awarded CIEH Awards Recognizing Excellence - Organization of the Year 2016 by the UK Chartered Institute of Environmental Health, and DOH Awards for Partners 2023 Healthy Pilipinas National Gold Awardee for our food safety advocacies in the Philippines.

In pursuit of the mission, FoodSHAP[®] offers four (4) certificate programs: the FoodSHAP[®] Foundations of Food Safety, the FoodSHAP[®] Basic Food Safety for Food Handlers, the FoodSHAP[®] HACCP Principles and Practice and the FoodSHAP[®] Food Safety Compliance Officer (FSCO[®]).

Congratulations on taking a step in completing FoodSHAP[®] Food Safety Training and Examination System and become FoodSHAP[®] certificate holder. FoodSHAP[®] training and examination are in line with the requirement of the IRR of the Food Safety Act of 2013. This certificate will help your company comply with the legal requirement on food safety training from DOH recognized provider. FoodSHAP[®] FSCO[®] certificate holder will help Food Business Operator to ensure compliance with the law.

As FoodSHAP[®] certificate holder, you will be more confident in your roles as a food handler. Since this is now a legal requirement, you will have more opportunity.



OVERVIEW

Purpose

The company will deliver practical skills that significantly increase the participants' knowledge as they go back to their respective companies and will promote excellence in making commitment of all food handlers to food safety and hygiene.

Level 1 FoodSHAP[®] Foundations of Food Safety

The beginner-level certificate is part of the FoodSHAP[®] **Food Safety Training and Examination System (FSTES[®])**. It introduces fundamental food safety concepts using the Food, Individual, Task, and Environment (FITE[™]) framework, emphasizing essential safety measures and industry best practices.

Design for food handlers, the program offers engaging and interactive learning experience through team-based and game-based activities that build practical understanding and confidence.

The syllabus is aligned with local regulatory requirements and international standards, including guidelines from the WHO and the Codex Alimentarius.

Duration

- Face-to-Face = One-Day Program
- E-Learning = Sixty-Day Access (Self-Paced)
- Live Zoom = One-Day Program

Training Coverage

1. Introduction to Food Safety
 - Overview of Food Safety, Importance of Food Safety Implementation, Foodborne Illness and its Symptoms, Vulnerable Groups
2. Food
 - Food Safety Hazards, FATTOM, Temperature Danger Zone, Food Allergens, Cross-Contamination, Classification of Foods
3. Individual
 - Personal Hygiene and Grooming, Personal Protective Equipment (PPE), Food Handlers Health status, Reporting of Unsafe Acts and Unsafe Conditions, Food Safety Training, Food Handlers' Role in HACCP Implementation.
4. Task
 - Purchase, Receive, Store, Prepare, Cook, Cool, Reheat, Hold, Serve
5. Environment
 - Cleaning and Disinfection, Dishwashing, Maintaining Work Areas and Facilities, Chemical Storage, Garbage Bins and Proper Handling of Wastes, Food Pests, Safety in the Kitchen

Learning Outcomes

1. Define food safety and understand its importance.
2. Recognize foodborne illness and its symptoms.



3. Understand how vulnerable groups can be affected by poor food safety practices.
4. Identify the food safety hazards and its examples.
5. Understand the factors that influence bacterial growth (FATTOM).
6. Recognize the temperature danger zone (TDZ) and its effect on bacteria.
7. Recognize the common food allergens and its symptoms.
8. Understand cross-contamination and how it happens.
9. Recognize the classification of foods based on risk.
10. State the proper grooming and hygiene of food handlers.
11. Demonstrate the proper handwashing procedure.
12. Demonstrate proper use of gloves.
13. Identify illnesses or symptoms that require food handlers to stop work and report to a supervisor.
14. State the health and medical requirements of food handlers.
15. Identify the key responsibilities of food handlers in ensuring safe food.
16. State the importance of food safety training for food handlers.
17. Describe the participation of food handlers in HACCP implementation.
18. Understand the steps in the flow of food from purchasing to serving.
19. Identify the criteria for accepting or rejecting food from approved suppliers.
20. State the importance of proper food storage practices.
21. Understand the proper way of washing fruits and vegetables.
22. Identify the proper methods of thawing/ defrosting frozen foods.
23. State the importance of using color-coded knives and chopping boards.
24. State safe food handling procedures for cooking, cooling, and reheating food.
25. Understand the proper ways of holding and serving food.
26. Describe the difference between cleaning and disinfection.
27. Identify the steps in cleaning and disinfection of tools and equipment.
28. Understand the importance of maintaining work areas and facilities.
29. Identify the proper storage of chemicals and cleaning tools.
30. Recognize the proper methods of managing waste.
31. Understand the need to control food pests.
32. Understand the importance of working safely in the kitchen.

Assessment and Certificates

Course	Assessment Type	Time	Passing Rate	Retake	Certificate
Level 1 FoodSHAP [®] Foundations of Food Safety	Multiple Choice Exam	30-minute MCE	60%	3 times	15 days

WHO SHOULD ATTEND

All Food Handlers working in food service establishments, hotels, restaurants, supermarkets, retail stores, hospitals, care homes, schools, and other facilities where food is prepared or served.

Suggested Progression

Level 2 FoodSHAP[®] Basic Food Safety for Food Handlers (FFS is not a prerequisite for BFS, HACCP and FSCO[®])



Level 2 FoodSHAP[®] Basic Food Safety for Food Handlers

The first step towards the full FoodSHAP[®] Food Safety Training & Examination System (FSTES[®]).

It covers what is known as the *Prerequisite programs to HACCP*, basically the foundation programs and standard operating procedures that must be in place prior to planning or implementing a HACCP based program.

The qualification covers all the basic hygiene requirements for food handlers in catering and thoroughly addresses the Flow of Food from purchasing to serving.

The syllabus was developed with the Philippines Food Safety Act 2013 and Code of Sanitation at its core, and with the International WHO & Codex requirements as its main references, all following the guidelines of the Philippines Department of Health DOH.

Duration

- Face-to-Face = One-Day Program
- E-Learning = Sixty-Day Access (Self-Paced)
- Live Zoom = One-Day Program

Training Coverage

1. Introduction to Food Safety
2. Food Hazards
3. Illness from Food
4. High-Risk Food
5. Time and Temperature Control
6. Personal Hygiene
7. Premises and Equipment
8. Cleaning and Disinfection
9. Pest Control
10. Staying Safe in the Kitchen
11. Food Safety Training
12. Food Safety Laws & HACCP
13. The Flow of Food

Learning Outcomes

1. Define food safety and food-borne illness
2. Understand the differences among food safety, food quality and nutrition values
3. Explain the ethical, financial and legal consequences of food poisoning
4. Understand the role of food handlers in implementing food safety
5. Define food hazards, classify and understand how to prevent
6. Define cross-contamination and understand how to prevent
7. Understand food allergens and its effect
8. Identify common symptoms of food poisoning and understand the concept of incubation period
9. Outline the factors needed for ideal bacterial multiplication
10. Define Temperature Danger Zone and understand the effect of high and low temperature



11. Demonstrate the proper use of food thermometer
12. Explain the importance of following personal hygiene policies in the workplace
13. Importance of hand washing
14. Outline the difference between restriction and exclusion of food handlers
15. Explain the concept of workflow and its impact on food safety
16. Explain the concept of cleaning and sanitizing
17. Understand the concept of Integrated Pest Management
18. Understand that the kitchen conditions may cause injury or disease
19. Understand the importance of Food Safety Training and define Food Safety Compliance Officer
20. Understand the concept of flow of food
21. Identify good food safety practices per steps of the flow of the food
22. Explain the food safety requirements under the Philippines Food Safety Act of 2013.



Assessment and Certificates

Course	Assessment Type	Time	Passing Rate	Retake	Certificate
Level 2 FoodSHAP [®] Basic Food Safety for Food Handlers	Multiple Choice Exam	1 hour MCE	75%	3 times	15 days

WHO SHOULD ATTEND

All Food Handlers working in the catering or retail setting where food is prepared, cooked, and handled. Particularly relevant to environments such as pubs, hotels, restaurants, supermarkets, retail environments, hospitals, care homes, schools, prisons, or any establishment that handles and serves food.

Suggested Progression

Level 3 FoodSHAP[®] HACCP Principles & Practice

Level 3 FoodSHAP[®] HACCP Principles and Practice

The second step towards the complete FoodSHAP[®] Food Safety Training & Examination System (FSTES[®]).

HACCP stands for Hazard Analysis & Critical Control Point; it's a system developed to identify and control food hazards at each step of the flow of food.

This qualification covers the steps to develop and implement HACCP and also covers the 7 HACCP Principles.

Duration

- Face-to-Face: Two-Day Program
- E-Learning: Sixty-Day Access (Self-Paced)
- Live Zoom: Two-Day Program

Training Coverage

1. Introduction to Hazard Analysis and Critical Control Points (HACCP)
2. Prerequisite Programs Review
3. The Process Approach to HACCP
4. Developing & Implementing a HACCP-based Program
5. The 7 Principles of HACCP
 - Conduct Hazard Analysis and Identify Control Measures
 - Determine Critical Control Points (CPP)
 - Establish Validated Critical Limits for each CCP
 - Establish a Monitoring System for each CCP
 - Establish Corrective Action
 - Validate the HACCP Plan and Establish Verification Procedures
 - Establish Documented Information



Learning Outcomes

1. Identify the pre-requisite programs needed before the implementation of HACCP
2. Explain the need of flexibility in implementing HACCP in small FBOs
3. State the logical steps to apply HACCP
4. Categorize menu items into three different processes (No Cook, Same Day and Complex)
5. Conduct hazard analysis at each steps of the flow of food and recommend control measures
6. Identify which step along the flow of a certain food item is Critical Control Point
7. Compare a Critical Control Point to Control Point and explain how to decide which is CCP in the flow of the food
8. Explain the importance of having standardized menu items and recipes
9. Explain the importance of setting Critical Limits
10. Explain the significance of monitoring in a HACCP system
11. Explain the importance of simplifying monitoring procedures
12. Compare measurements to observations in monitoring
13. Explain the importance of corrective actions in the implementation of HACCP system
14. Explain the importance of having the authority to implement corrective actions
15. Explain the significance of verification in a HACCP system
16. Outline the main activities done during a review/validation of a HACCP system
17. State reasons for keeping documents and records of a HACCP system
18. Develop a simple HACCP plan using a HACCP plan template

Assessment and Certificates

Course	Assessment Type	Time	Passing Rate	Retake	Certificate
Level 3 FoodSHAP [®] HACCP Principles & Practice	Multiple Choice Exam	1 hour MCE	70%	3 times	20 days

Pre-requisite

Level 2 FoodSHAP[®] Basic Food Safety (for Food Handlers)

Suggested Progression

Level 4 FoodSHAP[®] Food Safety Compliance Office (FSCO[®])



Level 4 FoodSHAP[®] Food Safety Compliance Officer (FSCO[®])

The final step towards the complete FoodSHAP[®] Food Safety Training & Examination System (FSTES[®]).

It is a legal requirement under the Philippines Food Safety Act of 2013, and its Implementing Rules and Regulations, that every Food Business Operator must have a designated Food Safety Compliance Officer in charge of Food Safety Management and legal compliance who has passed a prescribed training course for FSCO recognized by the DA and/or the DOH and conducted by DA, DOH, LGU or other recognized training service providers.

Duration

- Face-to-Face: Three-Day Program
- E-Learning: 60-Day Access (Self-Paced)
- Live Zoom: Three-Day Program

Training Coverage

1. Food Safety Management Framework
2. Food Safety Policy & Planning
3. Food Safety Organization
4. Food Safety Culture and Behavior
5. Halal Management Overview
6. Monitoring Food Safety Performance
7. Risk Based Inspection & Reporting
8. Overview of Food Poisoning Investigation
9. Internal Auditing & Management Review
10. Documents, Records & Actions
11. Compliance with Legal Requirements
12. An Introduction to ISO 22000

Learning Outcomes

1. Understand the framework of a Food Safety Management System
2. Explain the reason for having Food Safety Management System
3. Understand the role of FSCO in establishing a Food Safety Management System
4. Explain and understand the meaning of Food Safety Policy
5. Understand the importance of planning for Food Safety
6. Explain the main features of Food Safety Objectives (SMART)
7. Describe the anatomy of a Standard Operating Procedure (SOP)
8. Outline the roles and responsibilities of the Management, Food Handlers, Food Safety Compliance Officer and Suppliers in implementing food safety
9. Understand the concept of food safety culture
10. Outline factors to promote a positive Food Safety Culture
11. Understand the meaning of a toolbox talk and other means of Food Safety communication
12. Understand the concept of No Name No Blame
13. Explain the concept of Halal in food management
14. State the guidelines on handling Halal food from farm to fork
15. Explain how to monitor and measure Food Safety performance



16. Compare the leading and lagging Food Safety performance indicators
17. Describe the main features of audit and inspection
18. Understand the concept of Risk-based Inspection in Food Safety
19. Identify the main components of a food-borne illness outbreak investigation
20. Outline the main procedures of an Environmental Assessment as a part of a food-borne disease investigation
21. Analyze immediate, underlying and root causes of Food Safety incidents
22. Give the meaning of management system audit
23. Understand the significance of internal auditing
24. Understand the concept of Management System Review
25. Give examples of actions to improve the Management System

Assessment and Certificates

Course	Assessment Type	Time	Passing Rate	Retake	Certificate
Level 4 FoodSHAP [®] Food Safety Compliance Officer (FSCO [®])	Multiple Choice Exam and Take-Home Inspection Assessment	1 hour MCE and 10 days Take-Home Inspection Assessment	60%	3 times each type	25 days

Who Should Attend

All Food Safety Managers, Food Hygiene Managers, Kitchen Managers & Supervisors, Head and Sous Chef, Restaurant Managers and supervisors, food business operator owners and managers and anyone who is interested.

Pre-requisites

Level 2 FoodSHAP[®] Basic Food Safety and Level 3 FoodSHAP[®] HACCP Principles & Practice



INFORMATION

Definition of FoodSHAP[®] Certificate Holder

FoodSHAP[®] has adopted the following definition for a Certificate Holder:

A Certificate Holder is an individual who has been issued a certificate after successfully meeting a certificate program's requisites.

FoodSHAP[®] Certificate Holders are viewed as role models and leaders in food safety. Completing FoodSHAP[®] training and examination system demonstrate the commitment in ensuring safe food.

Sponsorship/Administration

FoodSHAP[®] certificate programs are owned by Food Safety and Hygiene Academy of the Philippines, Inc. The FoodSHAP[®] Foundations of Food Safety, FoodSHAP[®] Basic Food Safety for Food Handlers, FoodSHAP[®] HACCP Principles and Practice and FoodSHAP[®] Food Safety Compliance Officer are conducted by the FoodSHAP[®] Authorized Course Providers (ACP) and Authorized Trainers. These trainers are FoodSHAP[®] certificate holders and completed the process of FoodSHAP[®] Train the Trainers Course.

All examinations are proctored.

Course Fees and Refunds

FoodSHAP[®] will charge Authorized Course Providers a fair and reasonable cost for course materials based on production of materials and administrative time. It will be up to the Authorized Course Providers to abide by national and local regulations on the limitation of course fees for the students.

Student refunds, fees and cancellation will be covered by their respective Authorized Course Provider's policies and procedure.

For unexpected circumstances that you're unable to attend the face-to-face training, We may re-schedule you on our next scheduled training. (subject for approval)
Rescheduling fee may apply.

In the case of an emergency or if a student has to leave the class after beginning the course, a refund will not be given, however, the student will have the opportunity to attend another session of the same course by the same Authorized Course Provider at another time.



Contacting FoodSHAP[®]

The FoodSHAP[®] Office may be contacted by writing, calling, or emailing:

Food Safety and Hygiene Academy of the Philippines (FoodSHAP[®])

506 Primeland Building, Madrigal Business Park, Alabang, Muntinlupa City Landline: (02) 531 03987

Website: foodshap.edu.ph

Email: info@foodshap.com

APPLYING FOR A CERTIFICATE

Course Standards

FoodSHAP[®] is committed to offer fair, valid and reliable certificate courses. A fair course is not biased for or against any groups because of ethnic background, geographic locale or any other demographic criterion. A valid course accurately reflects the knowledge, skills, and abilities required for competent practice. Reliability means the course is consistent in its presentation of the knowledge, skills and abilities of competent practice.

All training materials have been verified for accuracy and reliability and referenced to a published source. Learning outcomes are aligned with delivery methods and assessments.

Registration Procedures

Participants should contact FoodSHAP[®] Authorized Course Providers (ACPs) directly for registration and fees inquiry. List of ACPs can be found in the FoodSHAP[®] website.

<http://www.foodshap.com/find-training-providers> (double check this link Jerome)

Student Registration Form (from ACPs) needs to be filled out and to be submitted to the course provider on or before the training and examination day.

All Public training schedules can be found in the FoodSHAP[®] website with complete contact information of the respective ACP conducting the course.

<http://www.foodshap.com/foodshap-training-schedule> (double check this link Jerome)



Non-Discrimination Policy

FoodSHAP[®] is committed to the principles of equal opportunity in its activities and programs. FoodSHAP[®] will not allow or support discrimination of any type, whether based on ethnic origin, nationality, religion, sex, race, gender, age, or disability.

The Non-discrimination policy applies to all FoodSHAP[®] employees, students, clients, Authorized Course Providers and Trainers.

FoodSHAP[®] will make every effort to accommodate individuals with a physical or mental impairment that substantially limits a major life activity.

During the certification process, any individual who feels discriminated against whatever reason will be directed to FoodSHAP[®] office for notification. The concern will undergo proper investigation and will be corrected as soon as possible.

Foreign Applicants

All FoodSHAP[®] certificates are available to all those who are able to attend and pass the FoodSHAP[®] certificate courses. Training materials are currently available in English.



COURSE PROCEDURE

Course Administration

Students must be registered with a FoodSHAP[®] Authorized Course Provider to participate in training and examination. Once registered to take the course, FoodSHAP[®] Authorized Course Provider must send the final Joining Instruction stating the following:

- ✓ Course Timing and Duration
- ✓ Course Venue
- ✓ Location Map (if needed)
- ✓ Course Additional Requirements that they must bring such as:
- **VALID ID** that they need to present before they can take the examination
(STRICTLY NO ID, NO EXAM) – digital/ electronic copy of ID is acceptable

Mention other relevant information like the number of days of the examination result, passing marks, how they can claim their certificates, and to those who failed on how they can retake the exam.

Organization of students, distribution of materials, and examination instructions will begin promptly at the posted start time.

Although reading time is included in the session plan, FoodSHAP[®] highly recommends all students to read the workbook ahead of time to prepare for the training. Please contact your respective Authorized Course Provider on how to get the workbooks. Advance payment will be required.

FoodSHAP[®] Student Number Issuance

Student will be issued with his/her own **permanent** FoodSHAP[®] Student Number (____) the first time he/she attends a FoodSHAP[®] training. The student number will be your unique identification number to be used during examinations. Please take note and remember your Student Number, this will be used as well when you attend the other courses.

In case you have lost or forgotten your Student Number, please contact your respective course provider.



Training Duration

Course	Duration
FoodSHAP [®] Level 1 Foundations of Food Safety	4 hours and 30 minutes of multiple-choice assessment
FoodSHAP [®] Level 2 Basic Food Safety for Food Handlers	8 hours and 1 hour multiple choice assessment
FoodSHAP [®] Level 3 HACCP Principles & Practice	12 hours and 1-hour multiple choice assessment
FoodSHAP [®] Level 4 Food Safety Compliance Officer (FSCO [®])	20 hours and 1-hour multiple choice assessment

Course Security

The FoodSHAP[®] Food Safety Training and Examination System (FSTES) is the exclusive property of FoodSHAP[®]. Students who take a FoodSHAP[®] certificate course acknowledge that they understand the following:

- Copyright law protects the course and information contained therein. No part of the course may be copied or reproduced in part or whole by any means whatsoever, including taking videos and photos of training materials.
- The theft or attempted theft of FoodSHAP[®] copy written material is punishable as a felony.
- Individual participation in any reproduction of the course may be sufficient cause to terminate the individual's participation, invalidate the Certificate, or take other appropriate action deemed necessary.

Student Identity

At the training and examination site, students must present a government-issued ID with photo ID (such as a valid driver's license) along with their registration confirmation. ID is to be checked by the proctor or invigilator from Local Government Unit (LGU). **Students will not be allowed to take the examination WITHOUT a valid ID.**

Special Accommodations for Students with Disabilities or Impairments

When an individual applies for special accommodations based on a disability or impairment, such requests will be forwarded to FoodSHAP[®]'s trainers and/or authorized course providers to make such arrangements.

Assessment Requirements

Course	Assessment Type	Time	Passing Rate	Retake
Level 1 FoodSHAP [®] Foundations of Food Safety	Multiple Choice Exam	30-minute MCE	60%	3 times
Level 2 FoodSHAP [®] Basic Food Safety for Food Handlers	Multiple Choice Exam	1 hour MCE	75%	3 times
Level 3 FoodSHAP [®] HACCP Principles & Practice	Multiple Choice Exam	1 hour MCE	70%	3 times
Level 4 FoodSHAP [®] Food Safety Compliance Officer (FSCO [®])	Multiple Choice Exam and Take-Home Inspection Assessment	1 hour MCE and 10 days Take-Home Inspection Assessment	60%	3 times each type

Retake of Examinations

If failed, student is allowed to retake (3) three times within (6) six months upon receiving their result. Free of charge for any F2F public training & online examination. Strongly recommended to do the first retake within 3 months.

Students may download the Retake Notification Form and submit to their respective Authorized Course Providers for scheduling. The ACP will submit to FoodSHAP[®] your completely filled out form. Please coordinate with your provider for the confirmation of your retake schedule and venue. **Do not forget to bring your valid ID with photo and your Student Number.**

ID Issuance and Use

FoodSHAP[®] offers an optional Identification Card printing for a fee for all Certificate Holders who wants to have additional proof that they have successfully completed the course and holds the certificate indicated on the ID. The ID states "FoodSHAP[®] Certificate Holder" and cannot be used or misrepresent for any other purposes. Students should contact their ACP for the ID printing request.

Posting of Student Information on FoodSHAP[®] Website

FoodSHAP[®] AUTOMATICALLY uploads to the website foodshap.edu.ph ALL PASSERS of the course including full name, student number, certificate category, certificate number, and certificate validity status.

Please download and fill out the Information Consent Form if you want to include your contact details, birthday and address on the website and submit to your Authorized Course Provider. Should you have any concerns related to any of your personal information appearing on the FoodSHAP[®] website, please contact info@foodshap.com.



Certificates

Certificate will be issued upon successful completion of the FoodSHAP[®] training and examination program that applies to that specific certificate with 5 years validity. Students will be notified by the course provider once FoodSHAP[®] already confirms the result and availability of the certificates.

Students may claim their certificates from FoodSHAP[®] Authorized Course Provider.

Scoring and Results

Assessors will be responsible for marking the examination. Marking is done in designated areas with limited access. After marking, summary results will be communicated to FoodSHAP[®] Authorized Course Provider.

Results may be communicated to students with the following timeline:

Course	Timeline
Level 1 FoodSHAP [®] Foundations of Food Safety	15 Calendar Days
Level 2 FoodSHAP [®] Basic Food Safety for Food Handlers	15 Calendar Days
Level 3 FoodSHAP [®] HACCP Principles & Practice	20 Calendar Days
Level 4 FoodSHAP [®] Food Safety Compliance Officer (FSCO [®])	25 Calendar Days

The Authorized Course Provider may choose to mail, phone, text or email the students assessments results (Passed or Failed, indicated which assessment they failed) to the students.

Complaints and Appeals

FoodSHAP[®] is committed to managing all formal complaints and appeals in a fair and timely manner and took them as opportunity for improvements.

Complaints related to any aspect of the course should be raised by the student to the respective Authorized Course Provider to allow them to investigate under their own complaints procedure and resolve the issue. If the ACP was not able to resolve the problem, FoodSHAP[®] will dealt with it accordingly.

All received complaints will be submitted, in writing to FoodSHAP[®] office or email at info@foodshap.com. FoodSHAP[®] Complaints and Appeals committee will be responsible for final determination of complaints or appeals.



The complaints and appeals will be forwarded to assigned personnel who will be handling complaints and appeals. The individual will conduct appropriate reviews of the entry and elevate the issue accordingly. All complaints or appeals will be acknowledged via email within 5 working days.

Complaints and appeals will be resolved in an unbiased and timely manner.

All complaints or appeals will be resolved and a written response provided to the complainant within 30 working days upon acknowledgement. In the event of further investigation, the complainant will be informed prior to the 30 working days resolution period. Relevant justification will be supplied to support this extended timeframe.



A review and appeals process is also available to individuals seeking an amendment of a decision denying certificate from a FoodSHAP[®] Certificate Program by submitting the **Result Inquiry Form** directly to FoodSHAP[®].

Result Inquiry Procedure:

Download the Result Inquiry Form and read the full instructions and applications notes in the document. Completely fill-up the Application Form and email to clientrelations@foodshap.com. Applicable fees and refunds will apply.

Deadline for submission of Result Inquiry Form will be 15 working days upon receipt of or notification of your Examination Result from your Authorized Course Provider. Late submission will not be processed.

All RI Applications will be acknowledged within 5 working days. If an acknowledgement is not received within this period OR before the deadline of submission, the student should contact FoodSHAP[®] immediately.

CERTIFICATE VALIDITY

Certificate Cycle

All of FoodSHAP[®] certificates run on a five-year cycle. The cycle is based upon the updating of Philippine Food Safety Act of 2013. The first day of your Certificate period is the issuance date as indicated in the Certificate.

Certificate Renewal

At the end of the five (5)-year certificate cycle, students must complete the entire course in order to renew their certificate. A new certificate will be issued once the training is completed and all examinations, including any prerequisite courses (if applicable), are successfully passed. If students choose to renew only their Level 4 FSCO[®] Certification, we recommend completing the Level 4 FSCO[®] training at least one month before the expiration of the prerequisite courses: Level 2 Basic Food Safety for Food Handlers and Level 3 HACCP Principles and Practice. Ensure that both of these certificates are still valid at the time of the Level 4 examination date. Upon passing, only the Level 4 FSCO[®] certificate will be issued; the prerequisite course certificates will not be renewed.

Uses for the FoodSHAP[®] Certificate

The FoodSHAP[®] certificates show that the student has completed a prescribed course of study designed specifically to meet predefined industry requirements and the requirement of the Philippines Food Safety Act of 2013. The Certificate is not an attestation of qualification, competence, or authority on a subject. For FoodSHAP[®] Foundations of Food Safety, FoodSHAP[®] Basic Food Safety for Food Handlers and FoodSHAP[®] HACCP Principles and Practice, students will use the label **Certificate Holder**. When you complete and pass FoodSHAP Food Safety Compliance Officer (FSCO[®]) course requirements, you are fully qualified FSCO, and you may use the initials "FSCO" after your name.



FoodSHAP[®] Certificate is committed to safeguarding its reputation for the quality and credibility of its certificates; therefore, all allegations of malpractice will be investigated consistently, fairly and impartially.

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises or could compromise the assessment process, the integrity of a certificate, the validity of a result or certificate, the reputation and credibility of the certificate issuer, or the certificate or the wider certificate community.

Malpractice may also include a range of issues including the failure to maintain appropriate records or systems, deliberate falsification of records to claim certificate and neglect of professional duty/unethical conduct. Failure to deal with identified issues may in itself constitute malpractice.

Cases of deliberate deception, trickery or cheating intended to gain advantage, including financial advantage may also be reportable as fraud. This can include cases where student resources are not as stated, student paying fees and not receiving certificates and IDs or erratic internal assessment practice. Where there is evidence of deliberate fraud this will be reported to the police and regulatory authorities.

1. Instances of malpractice and/or maladministration arise for a variety of reasons:
 - some incidents are intentional and aim to give an unfair advantage in an examination or assessment;
 - some incidents arise due to ignorance of the requirements, carelessness or forgetfulness in applying the requirements;
 - some incidents occur as a direct result of the force of circumstances that are beyond the control of those involved (e.g. a fire alarm sounds and the examination is disrupted).
2. The individuals involved in malpractice and/or maladministration are also varied. They may be:
 - students;
 - trainers, internal assessors, invigilators or others responsible for the conduct, the administration or the quality assurance of examinations and assessments;
 - assessment personnel such as Examination Officers;
 - other third parties, e.g. relatives or friends of the candidate.

Irrespective of the underlying cause or the people involved, all allegations of malpractice and/or maladministration in relation to examinations and assessments will be investigated to protect the integrity of the certificate/s and to be fair to the Authorized Course Provider and all students. Refer to Appendix 1 for examples of malpractice.

Students are encouraged to report malpractice incidence to info@foodshap.com.



Sanctions for candidate malpractice

FoodSHAP[®] will determine the application of a sanction or penalty according to the evidence presented, the nature and circumstances of the malpractice.

FoodSHAP[®] may, at its discretion, impose the following sanctions against students.

- Written warning
- Loss of marks for a section of Examination
- Loss of all marks for a Certificate
- Disqualification from a Certificate
- Disqualification from the whole FoodSHAP[®] courses



Certificate Replacement and Reissue

Download the Replacement Certificate/ID Request Form and email to clientrelations@foodshap.com or training@foodshap.com. Please refer to the application notes to which type of replacement incurs a fee.

Important Reminder: All FoodSHAP[®] certificates and IDs are sent to the Authorized Course Provider for distribution to students, rather than to students individually.

If a candidate has yet to receive their certificate or ID they should check with their Authorized Course Provider (ACP) first before contacting FoodSHAP[®] to request a replacement. These are sent to providers via track-able delivery service or pick-up.

Students please note that all feedback may be shared with your course provider.

Completed forms should be emailed to clientrelations@foodshap.com or training@foodshap.com or/and supporting documentation should be shipped/delivered to Training Department, Food Safety and Hygiene Academy of the Phils., Inc. Unit 506 Primeland Building, Madrigal Business Park, Alabang, Muntinlupa City, Philippines 1780.

FoodSHAP[®] Policy on Replacement of Certificates and IDs

FoodSHAP[®] is using the name *as stated on the Student Registration Form*. It is the responsibility of student and Authorized Course Providers to ensure the student's legal name as stated on their *Photographic Identification* (e.g. current passport, driving license or other valid identity card) is stated clearly, accurately and in the correct order on the registration form.

Please note that if a student's name as registered is correct, but they wish to change the form their name appears on their certificate/ID with their "preferred" name is **not** allowed. Use of legal names is to assist in ensuring the certificate/ID (and any replacement certificate/ID required) is issued to the correct student and enable the student's achievement to be verified in future if requested by the student, their employer, etc.

If a student identifies an error in the spelling or order of their names, they should inform their ACP immediately who is responsible for passing this information on to FoodSHAP[®]. FoodSHAP[®] will not accept responsibility where the ACP has failed to pass on a name change request from a student. Therefore, students are advised to also contact FoodSHAP[®] directly by using the replacement certificate form and enclosing the appropriate evidence.

FoodSHAP[®] will not accept responsibility where the student or ACP believes the other is responsible for the error and therefore any payment is required. The student must resolve this with the ACP directly or vice versa.



Copies of Original Certificates/IDs

- Only one certificate and ID is issued per student per course. Where available, the originals must be returned before replacements are issued. *Multiple copies of the same certificate will not be issued.*
- Replacement is marked “reissue” and printed with the reissue date. However, the certificate reference number will remain the same as the original.
- FoodSHAP[®] recommends that students and ACP return original certificates/IDs via a track-able delivery service. **Note:** FoodSHAP[®] will not accept any liability for original certificates/IDs sent to FoodSHAP[®] by ACPs or students that are lost in transit.

Suspected malpractice

- Repeated requests for reissues from the same candidate and/or Authorized Course Provider will be investigated before they are accepted. If evidence of fraudulent and/or negligent activity is found, the incident will be treated by FoodSHAP[®] as malpractice and where appropriate, reported to the appropriate authorities.
- Once a certificate or ID has been reissued the original will no longer be valid. If a lost or stolen original is later presented to FoodSHAP[®] for authentication it will be identified as invalid.

Invalidating a Certificate

FoodSHAP[®] certificates are invalidated for the following reasons.

- Determination is made that a certificate holder (student) did not participate in the required course and assessment.
- Determination is made that a certificate holder (student) received the certificate by administrative or technical error
- Determination is made that the certificate holder (student) misrepresents or misuse the certificate (e.g. misrepresentation including use of certificate/claim “licensed” food handler, “authorized trainer” of FoodSHAP etc. for example to gain authority and employment)
- Certificate holder’s participation in any reproduction of the course (e.g. conducting unauthorized training using FoodSHAP[®] training materials and issuing certificates of completion/attendance)
- In case of fraud (e.g. photo-shopped certificates, presenting fake ID and identity (name and birthday) during registration.
- Determination is made that the certificate holder is involved in malpractice based on FoodSHAP[®]’s Policies and Procedures on suspected malpractice in examinations (e.g. cheating, copying, dictating results to other students during examinations)

FoodSHAP[®] will notify certificate holders through Authorized Course Provider, in writing, if a previously issued certificate is invalidated.



CODE OF ETHICS FOR FoodSHAP[®] CERTIFICATE HOLDERS

FoodSHAP[®] Certificate Holders must acknowledge, accept and abide by the Code of Ethics for FoodSHAP[®] Certificate Holders. All individuals sitting for a FoodSHAP[®] certificate must agree to the statement below as part of their course after they have achieved certificate status:

- As long as my certificate is in an active status, I shall endeavor to keep myself current and informed in the subject matter covered under my certificate.
- I will proudly represent my certificate status and the certificate itself to my professional peers, and to the public I serve.
- In the course of performing my duties, I will conduct myself in a professional manner befitting of my certificate status.
- For the sake of elevating the recognition and status of my field, I will actively encourage my professional colleagues to consider earning this certificate for themselves.
- I will do nothing to undermine, detract from, or otherwise cause to develop any damaging associations with respect to this certificate. I accept that any activity on my part that will cause this certificate any measure of injury serves as a breach and a failure on my part to uphold this code of ethics.
- I commit that my professional goal is to serve humankind by doing whatever I am able to do in the course of carrying out my professional responsibilities to maintain and provide a healthful environmental for all.



Appendix 1: Examples of Malpractice

The following are examples of malpractice. This is not an exhaustive list and as such does not limit the scope of the definitions set out earlier in this document. Other instances of malpractice may be identified and considered by FoodSHAP[®] at its discretion.

Part 1: Invigilator and Staff Malpractice

Breach of security

Any act which breaks the confidentiality of question papers or materials or the confidentiality of students' examination paper.

It could involve:

1. failing to keep examination material secure prior to an examination;
2. discussing or otherwise revealing secure information in public (e.g. internet forums);
3. permitting, facilitating or obtaining unauthorized access to examination material prior to an examination;
4. failing to return question papers after an examination;
5. tampering with student examination after collection and before dispatch to FoodSHAP[®] Examination officers or internal assessor;

Deception

Any act of dishonesty in relation to any examination or assessment, but not limited to:

6. inventing or changing marks of examination papers and results where there is no actual evidence of the student's achievement to justify the marks being given;
7. entering fictitious students for examinations or otherwise subverting the certification process with the intention of financial gain (fraud).

Improper assistance to students

Giving assistance beyond that permitted by the specification to a student or group of students that results in a potential or actual advantage in an examination or assessment.

For example:

8. assisting students in the production of take home assignments;
9. sharing or lending students' controlled answer sheets with other students in a way which allows malpractice to take place;
10. assisting or prompting students with the production of answers;
11. permitting candidates in an examination to access prohibited materials (internet access on mobile devices, mobile phones etc.);



12. assisting candidates granted the use of an oral language modifier, a practical assistant, a prompter, a reader, a scribe or a sign language interpreter beyond that permitted by the regulations.

Part 2 Student Malpractice

For example:

13. the alteration or falsification of any results document, including certificates;
14. a breach of the instructions or advice of an invigilator and/or FoodSHAP[®] Examination Officer in relation to the examination rules and regulations, as set out in the Instructions document and/or additional FoodSHAP[®] guidance relevant to a particular examination;
15. failing to abide by the conditions of supervision designed to maintain the security of the examinations;
16. copying from another candidate (including the use of ICT to do so);
17. allowing work to be copied e.g. including posting on social networking sites prior to an examination;
18. the deliberate destruction of another student's work;
19. disruptive behavior in the examination room (including the use of offensive language, shouting and/or aggressive behavior);
20. exchanging, obtaining, receiving, passing on information (or the attempt to) that could be examination related by means of talking, electronic, written or non-verbal communication;
21. making a false declaration of authenticity in relation to the authorship of assignment documents;
22. allowing others to assist in the production of take-home assignments or assisting others in the production of take home assignments;
23. collusion – working collaboratively with other students beyond what is permitted (student should not let other people see their work as this can lead to accusations of collusion);
24. the misuse, or the attempted misuse, of examination and assessment materials and resources (e.g. exemplar materials);
25. being in possession of confidential material in advance of the examination;
26. inclusion of inappropriate, offensive, discriminatory or obscene material in assessment evidence;
27. impersonation: pretending to be someone else, arranging for another person to take one's place in an examination or an assessment;
28. plagiarism: unacknowledged copying from published sources (including the internet) or incomplete referencing. A source is any resource that an individual uses to collect information – including textbooks, course notes, the internet and other people. An acknowledgement is a description of a source so that someone else can find it, along with an indication in an individual's work of which information came from that source. It is important for students to understand that when they sign the declaration of authenticity they are confirming the work produced is their own and that they have correctly acknowledged any ideas or words belonging to another author;
29. theft of another student's work;



bringing into the examination room or assessment situation unauthorized material, for example: notes, study guides and personal organizers, own blank paper, programmable calculators, dictionaries (when prohibited), electronic devices, instruments that can capture a digital image, electronic dictionaries, translators, wordlists, glossaries, iPods, mobile phones, MP3 players, pagers or other similar electronic devices;

1. the unauthorized use of a memory stick where a candidate uses a word processor;
2. behaving in a manner so as to undermine the integrity of the examination.

