

# BOOST

## A CASE STUDY FROM THE PILOTING PHASE IN FRANCE

### Rationale

The regulation requires an obligation of result in terms of safety and lack of spoilage of the food prepared. Hygiene consists in receiving raw food, transform and distribute it while preventing the proliferation of germs and trying to add as little as possible. These germs are responsible for the deterioration of food (acidification, rot, fermentation) and food diseases.

### Case Study

EHPAD

Le Bancel

43220 Dunières - France



### What is HACCP?

HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

**EHPAD provides meals for older people leaving in the small village of Dunières. It delivers more than 100 meals every day. Apart from the high hygiene quality of the dishes, it has to take care of a diversity of special diet requirements and eating habits of their consumers.**

*It is important to have employees trained in order to follow HACCP principles (HACCP is not a norm but a guiding procedure that includes a logical sequence of 12 steps and 7 principles). Nevertheless, audits may be conducted by third party bodies in order to assess the respect of the HACCP procedures).*

### Business goals

The determination of the business goal has been made through an exchange with the manager. The situation was quite clear as a new employee, Anaïs, has been hired. She was young and had very little experience of food manipulation and preparation in a kitchen. She had been selected based on her transversal skills and positive attitudes such as a willingness to learn and to develop. She also had the will to stay in this place and not to leave for a bigger town. The work integration went perfectly well but a lack of knowledge regarding food manipulation, conditions of conservations of aliments, chain of activities as well as the overall procedure. To keep this employee, the EHPAD needed to develop core skills clearly linked to the implementation of the HACCP procedure. Apart from this key objective, there was also the risk for EHPAD to create some dangers for the consumers of dishes. Last but not least was also the risk to be in trouble in case of inspection from the DGCCRF. By having employees trained to follow the HACCP procedure, it is also possible to advertise it and show that the restaurant respects quality criteria. It can make consumers feel more in confidence with the place. All these needs conveyed to the same business goal: develop the skills linked to HACCP.

### Learning indicators

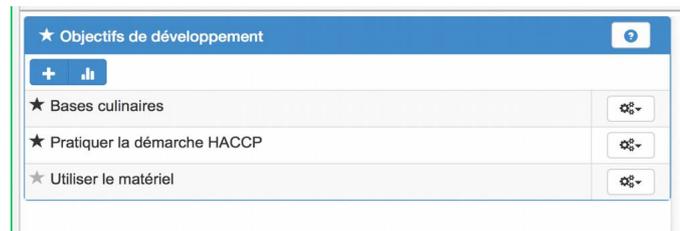
have been directly determined from the business goal:

- Nutritional characteristics of nutrients
- Basic of food manipulation
- Knowing and following HACCP principles
- Personal hygiene
- Premises and material
- Reception and storage
- Mastering cold chain

The engagement started in March 2015 and the targeted results have been reached in May. Learning took part on various moments of the day during time that was officially considered as working time. IOSM has facilitated a clear diagnostic of the needs together with the creation of indicators. It as allowed an integrated response with a selection of adapted learning resources and the choice of an expert

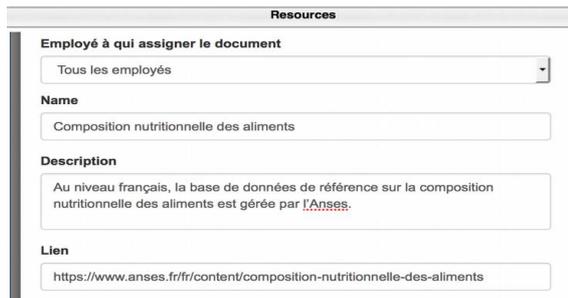
## Follow-up of the learning path on Boost platform

### Determination learning goals



These learning goals are determined by the training manager in an exchange with the manager. They are key for the existence and development of EHPAD.

### Example of resource allocation



### Expert allocation



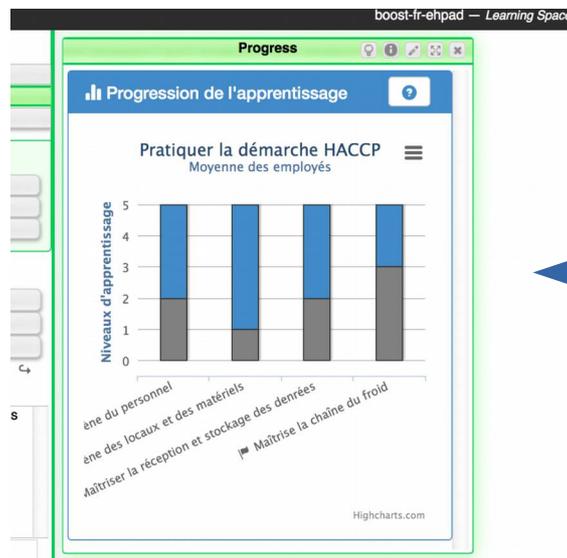
One expert has been chosen in order to coordinate the learning path to ensure that the HACCP criteria would be met in case of inspection. He could be contacted at any time.

### Learning resources to be accessed by the employees



Several resources may be allocated for each learning objective

### Follow up of the learning progress



The learning progress can be followed at any moment by the manager of the EHPAD. It gives a global view of what has been achieved and what is missing. The expert can be questioned in case of a problem.

**Conclusion:** In a relatively short time (the total learning duration has been estimated to 50 hours spread on a period of three months), the EHPAD could acquire the necessary skills to use, manipulate, prepare and deliver food following the worldwide quality standards that make possible to respect the current legislation and prevent accidents on the consumer side as well as fines or even possible administrative closure. The combination of access to online resources combined to the advise of an expert is highly appreciated.