



Project: Technical assistance to improve implementation of food safety standards and disease crisis preparedness

Consultation exercise:

Train-the-Trainer: Guidelines

Case study: The Manager as trainer

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Train-the-Trainer Course

Guidelines



Training Module 2

1. **Objectives:** Develop expertise on organization of training events.
2. **Trainees:** Managers and leading experts in the departments.
3. **Key topics:**
 - Major factors for training event organization.
 - Using checklists for preparing training events.
 - Typical training events.
 - Focus on assessment tests following a training event.



Preparation of training

01

Training content

02

Training delivery

03



**Preparation
of training**

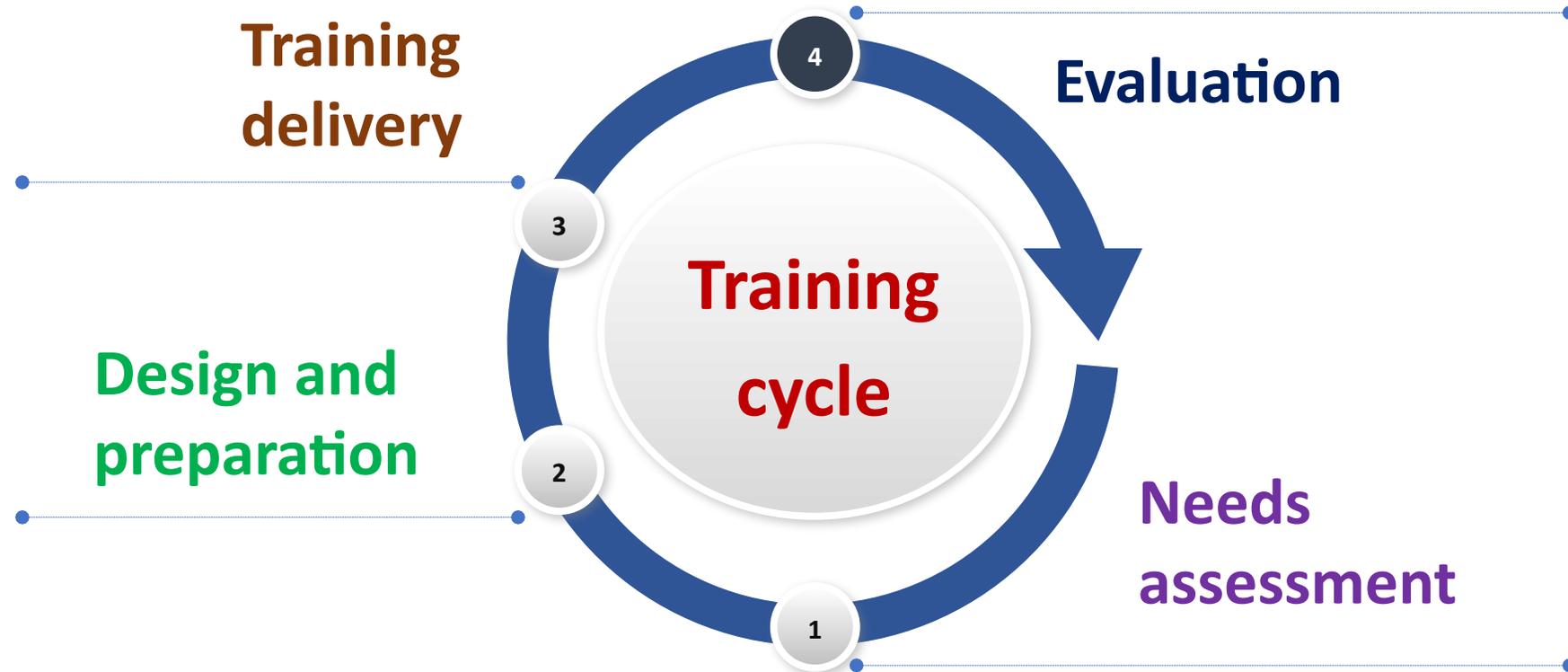
**Training
content**

**Training
delivery**

**Organizational
skills**

**Knowledge and
creativity**

**Presentation
skills**





Organization of training **Guidelines**

**Preparation
of training**

**Organizational
skills**



Preparation of training

- ❖ Training needs identification
- ❖ Annual training plan (for the company and for each department)
- ❖ Individual training plans
- ❖ -----
- ❖ Preparation of individual training events



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- ❖ Preparation of individual training events

What are the big differences if you have to prepare training for:

- ✓ Veterinarians in official control
- ✓ FBO employees in processing plants
- ✓ Farmers

Trainers must be aware of specific features of trainees and adapt the training content in terms of general style, language, arguments, examples and case studies.



Develop a checklist for running trainings:

- ✓ Preparation of materials
- ✓ Preparation/checking of the room and equipment
- ✓ Invitations and information to the participants
- ✓ Printed materials



Discuss full checklist provided by the trainers

(10 minutes)



- Inform all training participants of the schedule and agenda
- If you want the participants to prepare something, tell them
- Discuss in brief with the participants what are their expectations for the training
- If necessary, inform the Boss and/or colleagues who may need you or your people on the day of the training



- 1 Individual training: New hires
- 2 Individual training: Change of position, new responsibility
- 3 Group training: New activity/equipment in the department
- 4 Group training: New/revised SOP
- 5 Group training: Refresher training according to plan



1

Individual training: New hires

Initial training (induction + onboarding)

- ✓ Health and safety
- ✓ Administration: discipline, working hours, etc.
- ✓ Theory and practice of the quality management system
- ✓ HACCP, Good Manufacturing Practice
- ✓ Training appropriate to the duties assigned to a person
- ✓ Specific training for personnel working in areas where contamination is a hazard, e.g. clean areas or areas where highly active, toxic or infectious materials are handled.



1

Individual training: New hires

If you are the immediate manager of a new hire in your department, design a checklist for Induction Training of the new employee.

(10 minutes)

One trainee makes a presentation of their checklist (5 minutes).

Discussion of the checklist components + discussion of the presentation by the trainee (10 minutes) + submission of a sample checklist by the trainers.



2

Individual training: Change of position, new responsibility

Based on job description

or

Description of the specific activity (SOPs)

+ Individual training plan



3

Group training: New activity/new equipment in the department

- Training by supplier during qualification of equipment
- Training by Department Manager or expert (e.g., on a new testing method)
- Training on key topics by external trainers





4

Group training: New/revised SOP

- Whenever a new SOP is approved
 - Whenever a key SOP is revised substantially
- or**
- Whenever critical nonconformities are found



4

Group training: New/revised SOP

- Whenever a new SOP is approved
- Whenever a key SOP is revised substantially
- Whenever critical nonconformities are found

Modern management in public control organisations and in FBOs is based on Quality Management Systems (QMS).

A trainee makes a presentation of the QMS of his department (7 minutes, video recording).

Discussion of the presentation based on the video (12 minutes).



5

Group training: Refresher training according to plan

- Whenever **'periodic'** re-training/refreshment training has been planned

Caution:

- Retraining/refresher training is planned at different intervals for different people and activities!



5

Group training: Refresher training according to plan

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Caution:

- Retraining/refresher training is planned at different intervals for different people and activities!

Group work: Making a list of necessary topics for refreshment training for veterinarians in official control functions for a period of 3 years!

A group member will present your output (5 minutes).

Discussion of the presentation (5 minutes).



Training content

Guidelines

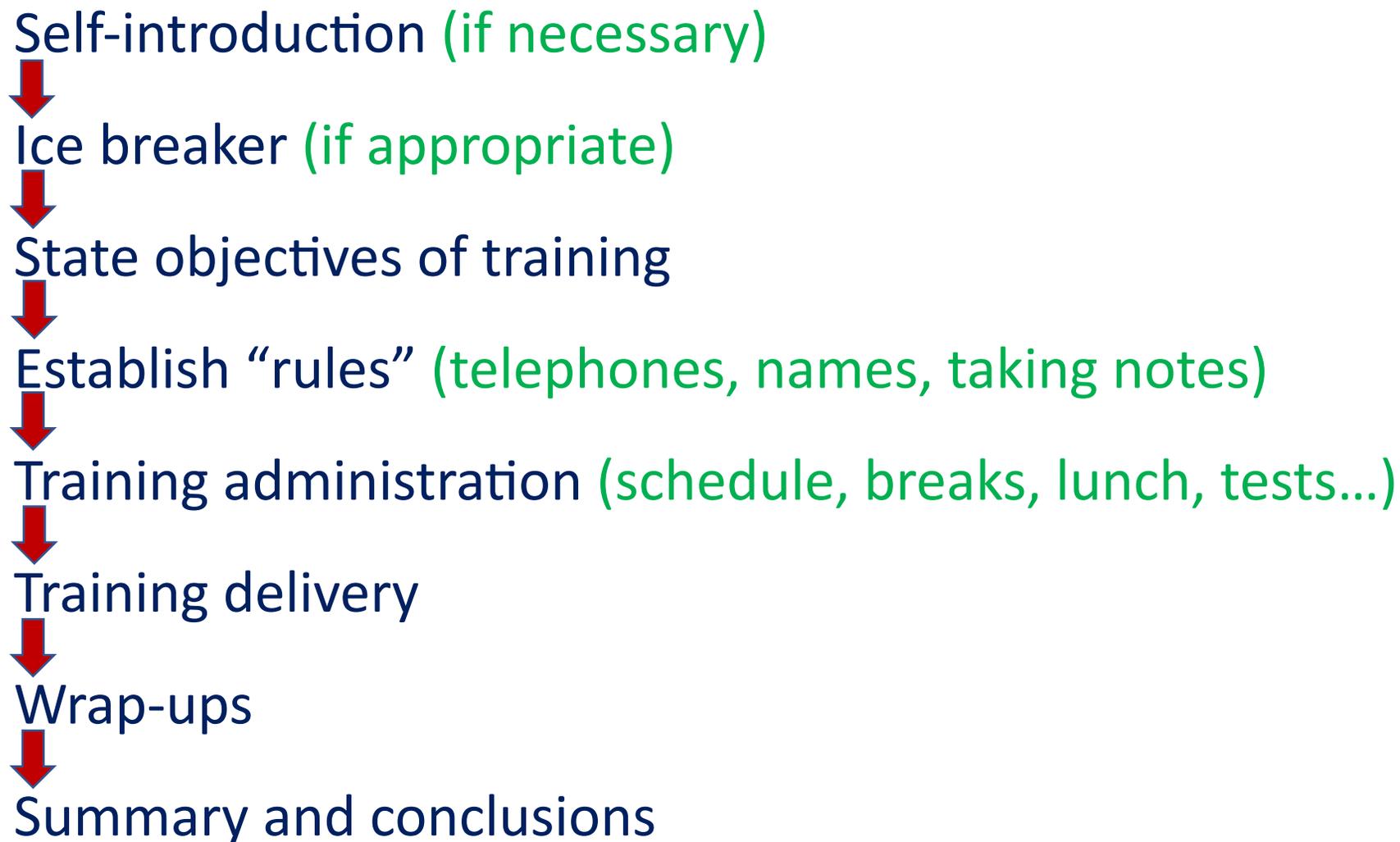
**Training
content**

**Knowledge and
creativity**



Training content

- ❖ Design of training
- ❖ Decision on training format
- ❖ Collection of all necessary materials
- ❖ Developing the training content
- ❖ Presentation structure





Training delivery

Guidelines

Training
delivery

Presentation
skills



Training delivery

- ❖ General presentation skills
- ❖ Stage behavior
- ❖ Stage fever



All quality management systems require assessment of the results of every training event!

- It is good to administer a knowledge test whenever applicable.
- Make the test comprehensive (but with focus on key data).
- Score the test objectively and give appropriate feedback.
- If somebody fails, make corrective actions.
- Keep training records.
- Keep the training materials in the training file.
- If possible, make a practice test.



Discussion on a training assessment test (10 minutes) based on a sample provided by trainers.

Trainers must be able to develop their own test if necessary. Hints and tips about “good tests”.



- **Review the results from the training to ensure that you have achieved your objectives.**
- **If necessary, plan an additional training or additional materials.**
- **Review your own performance and question yourself what you can do better next time.**



- **Training is not just presentations!**
- **Organisation of training is crucial to the success of the training and achieving the objectives.**
- **The training content must be enough but not too much.**
- **The content must be adapted to the level of expertise of the participants and it must be engaging!**
- **Training delivery may be an innate skill but there is always a lot you can learn by training and practice.**



If you are a manager in the public administration in the food sector, you need to perform 3 functions:

- **You must have good organizational and management skills.**
- **You must be a good expert in all elements of the food sector subjects and specifically in food safety.**
- **You must play the role of trainer whenever needed...**