






Level 2 Food Allergen Awareness and Control in Catering PPT

Ed4. May 2025

Date of update:
May 2025

The following updates have been made to the 4th edition of this training presentation.

Slide No	Update comments
	<p>General</p> <p>The Food Standards Agency (FSA) have recently updated its allergens guidance for food businesses. You can find more information here Allergen guidance for food businesses Food Standards Agency.</p> <p>This training presentation has been updated to include these updates.</p> <p>A new and improved design.</p>
16	<p>The term ‘nuts’ has been updated to ‘tree nuts’ and new allergen icons published by the FSA</p> <div><div><p>Common food allergens</p><ul style="list-style-type: none">• 14 allergens required by law to be identified when used as ingredients• An allergy to any food is possible• An allergy can develop at any time• A small number of food groups responsible for the majority of food allergies.</div><div><p>Crustaceans</p><p>Soybean</p><p>Peanut</p><p>Tree nuts</p><p>Egg</p><p>Milk</p><p>Fish</p><p>Gluten</p></div></div> <div><div>16</div><div></div></div>
86	<p>The slide has been updated as follows:</p> <div><p>Allergen information for non-prepacked foods</p><ul style="list-style-type: none">• Non-prepacked foods include:<ul style="list-style-type: none">◦ meals in cafes and restaurants◦ loose meat and cheese at a deli counter◦ loose cakes and biscuits sold at a market stall◦ drinks made to order at a coffee shop◦ takeaway or delivered food that has not been pre-packed◦ tasting counters and promotions at retailers• Research has shown that customers believe the most effective way to receive information is in writing, supported by a conversation.</div> <div><div>86</div><div></div></div>

	<p>Tutor notes This slide links directly to the Food Standards Agency (FSA) Best Practice Guidance: Allergen Information for Non-Prepacked Food, published in March 2025. It was developed after research and feedback from both consumers and food businesses.</p> <p>The examples and guidance are not mandatory, but it is strongly suggested businesses follow the guidance. The full guidance can be found here: https://www.food.gov.uk/business-guidance/allergen-information-for-non-prepacked-foods-best-practice-introduction</p> <p>It is not relevant to food that is pre-packed for direct sale, which has its own guidance.</p>
87	<p>The slide has been updated to:</p> <p>Written information should be:</p> <ul style="list-style-type: none"> • easy to use – helps consumers identify food that is safe for them to eat • clear – clearly indicates which allergens are present in each dish or product • comprehensive – provides information on all 14 allergens, not just those considered most severe or prevalent • accurate – regularly reviewed and updated to ensure it remains correct, complete and clearly identifies all allergens in each dish or product.  <p>Tutor notes There is no specified method of providing verbal information.</p> <p>N.B next slide discusses methods of providing verbal information.</p>
88	<p>The slide has been updated to:</p> <p>Ways to provide written information</p> <ul style="list-style-type: none"> • On menus • Allergen control chart • Electronically • Words and/or symbols (if using only symbols, there must be an easy-to-use grid for the customer to reference) • For groups of allergens such as nuts and cereals containing gluten, the specific nut or cereal should be provided <ul style="list-style-type: none"> ◦ For example, chicken curry contains milk and nuts (almond).  <p>Tutor notes Note: When using symbols, the name of the allergen should form part of the symbol, for example, written underneath. However, if the allergen name does not form part of the symbol, a legend or key with the allergen name in written form, clearly defining which allergen each symbol represents, must be present to allow easy cross-referencing for consumers.</p>

89

The slide has been updated as follows:

If you offer distance selling of non pre-packed food (takeaway deliveries)

Information on allergens must be given 'before' delivery, for example:

- asking the customer by telephone if they have a food allergy or intolerance
- verbally confirming if a dish contains allergens
- providing takeaway menus with allergens clearly and completely identified
- ensuring website and food apps (for example, Just Eat, Deliveroo and Uber Eats) have allergen information that is readily available and no more than 1 click away if online).

89



Tutor notes

Note: When using symbols, the name of the allergen should form part of the symbol, for example, written underneath. However, if the allergen name does not form part of the symbol, a legend or key with the allergen name in written form, clearly defining which allergen each symbol represents, must be present to allow easy cross-referencing for consumers.

90

The last 2 bullet points have been updated as follows:



What are the controls at the servery and when taking food to customers?

- Do not pile plates
- Take care with accompaniments such as sauces, garnishes and relishes including serving spoons
- Do not add to a specially prepared order - take out in separate jugs or bowls with clean spoons
- Ensure any food prepared for an allergy sufferer is easy to identify
- Verbally confirm to the customer that the food meets their allergen requirements when serving the food.

90



Tutor notes

Class question: What are the controls at the servery and when taking food to customers?

It's not easy to remember everything, and you need to keep checking as things do change. Listen to changes, take notice of what people tell you and refer to the allergen file. Take care with specials.

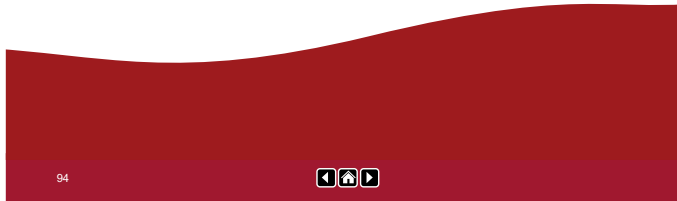
Remember to have a conversation, check with kitchen staff to confirm the allergy order, and confirm the order to the customer when placing it on the table.

94

The term 'nuts' has been updated to 'tree nuts' and the images have been updated in line with the FSA guidance.

An example of written information included in an allergy file

	Dietary	Lactose	Gluten	Crustaceans	Egg	Fish	Milk	Molluscs	Nuts	Peas	Trout	Porcini	Sesame	Soya	Sulphur Dioxide
Tuna salad	✓				✓	✓	✓		✓						
Cheese sandwich			✓				✓								
Fishcakes		✓		✓	✓				✓						



95

The slide has been updated to:

Information on menus

Make sure you stay up to date with any ingredient changes on a daily basis so you can inform customers accurately.

Remember to provide ingredient information for daily specials.



---End---