

Competency Standard

UNIT TITLE: COMPLY WITH WORKPLACE HYGIENE PROCEDURES		NOMINAL HOURS: 20
UNIT NUMBER: D1.HRS.CL1.05 D1.HOT.CL1.04D2.TTO.CL4.10		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to follow safe food handling procedures which apply in hospitality and tourism enterprises. It is particularly relevant to any staff working with food especially in kitchens, housekeeping, food and beverage and tour operations where duties involve the preparation, handling and service of food		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Follow hygiene procedures</p> <p>1.1 Identify relevant workplace <i>hygiene procedures</i> that need to be adhered to</p> <p>1.2 Identify <i>enterprise standards and legislated requirements</i> that apply to relevant workplace hygiene procedures</p> <p>1.3 Follow workplace hygiene procedures in accordance with enterprise standards and legislated requirements</p> <p>1.4 Receive, handle and <i>store</i> all food items according to enterprise standards and legislated requirements</p> <p>1.5 <i>Prepare, serve and store</i> food in compliance with enterprise standards and legislated requirements</p> <p>1.6 <i>Clean</i> food-related items, utensils and areas in compliance with enterprise standards and legislated requirements</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to all industry sectors that are responsible for complying with workplace hygiene procedures within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Tour Operation <p><i>Hygiene procedures</i> may be related to:</p> <ul style="list-style-type: none"> • Receiving of food into the premises • Storing of food prior to preparation/service • Preparing of raw materials for sale/service 	

	<ul style="list-style-type: none"> • Serving of food
<p>Element 2: Identify and prevent hygiene risks</p> <p>2.1 Identify potential <i>food, personal, environmental and other risks</i> in the workplace promptly</p> <p>2.2 Take action to minimise or remove the <i>risk of food contamination</i> within the scope of individual responsibility</p> <p>2.3 Handle and dispose of <i>food waste and rubbish</i> in compliance with enterprise standards and legislated requirements</p> <p>Element 3: Maintain safe personal food handling and personal presentation standards</p> <p>3.1 Identify the enterprise standards and legislated requirements that apply to <i>personal practices</i> and presentation for food handling staff</p> <p>3.2 Follow enterprise standards and legislated requirements that apply personal practices and presentation for food handling staff</p>	<ul style="list-style-type: none"> • Defrosting/thawing of food • Re-heating of food • Cleaning and sanitising of food preparation surfaces and equipment. <p><i>Enterprise standards and legislated requirements</i> will include:</p> <ul style="list-style-type: none"> • Details of policies and procedures of the host enterprise • Details of the food standards that the enterprise has determined as appropriate • Details of the statutory requirements of the legislation of the host country. <p><i>Store</i> may be related to:</p> <ul style="list-style-type: none"> • Dry storage • Refrigerated storage • Frozen storage • Storage of raw materials and prepared <i>food items</i> • Correct conditions and temperatures for storage • Avoidance of cross contamination. <i>Food items</i> may include: <ul style="list-style-type: none"> ▪ Raw ingredients ▪ Ready to eat foods ▪ Partially prepared products, such as: meat, fruit & vegetables, processed foods ▪ Containers that food may be stored in or served in/on, including single use items, crockery and cutlery. <p><i>Prepare</i> may relate to:</p> <ul style="list-style-type: none"> • Preparing raw and pre-prepared foods for inclusion in menu items • Cooking of food • De-frosting of food • Re-heating of food • Safe food handling techniques • Avoidance of cross contamination.

Clean should relate to:

- Chemicals used in cleaning
- Safety issues
- Sanitising
- Cleaning schedules
- Storage of cleaning materials and equipment.

Food, personal, environmental and other risks may include:

- Chemical contamination
- Physical contamination
- Micro-biological contamination
- Temperature danger zone requirements
- Safe re-heating and defrosting practices
- Airborne contamination
- Vermin
- Food recall and disposal procedures.

Risk of food contamination may relate to:

- Auditing staff skills
- Training provision
- Adherence to policies and procedures
- Internal and external audits
- Involvement of outside professionals and experts
- Taking of appropriate remedial action.

	<p><i>Food waste and rubbish</i> may relate to:</p> <ul style="list-style-type: none"> • Internal disposal of rubbish and food waste • Removal of food and other waste from the external premises • Re-cycling options • Sanitising of waste containers and rubbish areas. <p><i>Personal practices</i> may relate to:</p> <ul style="list-style-type: none"> • Uniforms • Hand washing • Personal sickness, illness and injury • Control of personal habits that may cause cross contamination, including touching nose, mouth, or hair, coughing, sneezing, smoking, etc. <p>Assessment Guide</p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • The enterprise's policies and procedures in regard to workplace hygiene • Overview of the relevant legislation in relation to workplace hygiene of the host country, local authorities and the enterprise • Knowledge of common causes of workplace hygiene breaches • Principles of risk management • Communication, leadership, interpersonal and negotiation skills • Knowledge of insurance requirements and liability issues • Knowledge of cleaning and sanitising chemicals, techniques and protocols • Knowledge of the relevant legislation in relation to food handling, personal hygiene and general premises and food hygiene and safety • Knowledge of the principles of safe food handling, preparation, storage, re-constitution and service
	<ul style="list-style-type: none"> • Ability to use safe food handling techniques and display good personal hygiene • Ability to adhere to the food safety plan/program used by the host enterprise • Knowledge of the general food safety hazards in the workplace

- Knowledge of the sources of contamination and how to identify and minimise/eliminate them.

Linkages To Other Units

- Apply standard safety procedures for handling foodstuffs
- Clean and maintain kitchen equipment and utensils
- Implement occupational safety and health procedures
- Maintain strategies for safe storage of prepared foods
- Establish and maintain a safe working environment.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of why correct food handling procedures must be followed
- Demonstrated ability to apply safe food handling practices
- Demonstrated ability to adhere to correct personal hygiene practices and personal presentation standards.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace: and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- case studies
- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Read and interpret the requirements of internal food safety plans/programs
Communicating ideas and information	1	Receive instructions and give instructions to others relating to safe food handling practices
Planning and organising activities	1	Sequence workloads, prepare requirements and customer service
Working with others and in teams	1	Cooperate with others to produce safe food to the standard required by the enterprise

Using mathematical ideas and techniques	1	Calculate quantities of chemicals required for cleaning and identifying food-related times and temperatures
Solving problems	1	Determine the action to take to address identified unsafe food handling issues
Using technology	1	Use thermometers, food preparation items and communication systems to report issues