

Training Package	Tourism, Hospitality and Events (SIT07)		HSC Requirements and Advice
Unit title	Follow workplace hygiene procedures		
Unit code	Competency field	Sector	HSC Indicative Hours
SITXOHS002A	Occupational Health and Safety	Cross-Sector	10

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to apply good hygiene practices within a range of service industry operations. It requires the ability to follow predetermined procedures, identify and control simple hazards and take particular hygiene measures to ensure the noncontamination of food and other items that might put customers, colleagues and self at a health risk.</p> <p>This unit is one of three hierarchical units describing varying levels of participation in food safety processes:</p> <ul style="list-style-type: none"> • SITXOHS002A Follow workplace hygiene procedures • SITXFSA001A Implement food safety procedures • SITXFSA002A Develop and implement a food safety program. <p>Food safety is nationally legislated by the Food Standards Australia New Zealand Act 1991 which provides for the operation of a statutory authority known as Food Standards Australia New Zealand. The Australia New Zealand Food Standards Code (the Code) developed by this authority contains an individual standard for food safety practices. A large component of that standard deals with the health and hygiene of food handlers. This unit of competency complies with the legislative requirements for food safety and hygiene practices as outlined in the Code.</p> <p>The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, differs between state and territory governments.</p> <p>In some cases food handlers, especially designated food safety supervisors, may be required to formally achieve competence in hygiene practices through a registered training organisation that may use this unit as the basis for their training.</p>
Prerequisite units	Nil
Application of the unit	<p>Personal hygiene practices underpin a range of service industry activities. They are particularly important within a food safety regime, but can also apply to housekeeping activities and anywhere where poor hygiene could provide a contamination risk. Poor hygiene practices can risk the health of customers, colleagues and self.</p> <p>For the purposes of food safety, this unit only has application to hospitality, commercial catering and retail venues where food is stored, prepared, displayed and served. It will apply to any venue that operates a permanent or temporary kitchen or smaller food preparation area, such as restaurants, cafes, clubs, hotels, attractions, events and conference venues, fast food restaurants, retail food outlets such as sandwich shops and food court outlets. It would apply to tour operators involved in the preparation and service of food at temporary sites.</p> <p>Other industries will need to access industry specific food safety units of competency.</p> <p>This unit applies to frontline operational personnel who work under close supervision and guidance from others during the normal course of their daily activities. They would be required to apply little discretion and judgement because they operate within predefined organisational hygiene procedures. Personal hygiene practices apply to all personnel operating at all levels within the service industries, such as kitchen hands, cooks, chefs, catering staff, food and beverage attendants, housekeeping and, laundry staff, sandwich hands, cafe and fast food outlet cooking crew and sales people and owner–operators of small business catering operations or retail food outlets.</p>
Employability skills	The required outcomes described in this unit of competency contain applicable facets of employability skills. The <i>Employability Skills Summary</i> of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Methods of assessment	Assessing employability skills
<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • ability to access and interpret hygiene procedures and consistently apply these during day-to-day activities • understanding of the importance of following hygiene procedures and of the potential implications of disregarding those procedures • project or work activities that show the candidate's ability to apply good hygiene practices on multiple occasions in a range of different operational circumstances to ensure consistency in the application of hygiene procedures. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to current regulatory documents distributed by key federal, state or territory, and local government agencies such as plain English legislative publications, codes and standards outlining food safety requirements • access to hygiene policies and procedures • project or work activities that show candidates' ability to apply good hygiene practices within the context of the particular industry sector in which they are working or seeking work; for those undertaking generic pre-employment training, assessment must cover a range of industry contexts to allow for a broad range of vocational outcomes • use of real products, materials and equipment. 	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate carrying out work tasks that involve following hygiene procedures • oral and written questions about hygiene principles and practices, policies and procedures • oral or written questions to assess knowledge of food hygiene legislative requirements • case studies to assess ability to react to a range of incidents where hygiene hazards exist • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:</p> <ul style="list-style-type: none"> • SITHACS005A Prepare rooms for guests • SITHACS007A Launder linen and guest clothes • SITXFSA001A Implement food safety procedures. 	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the essential skills and knowledge and their level, required for this unit.		
<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • communication skills to verbally report hygiene hazards and poor organisation practice • literacy skills to read and interpret relevant organisation policies, procedures and diagrams that identify good hygiene practices. 	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • very basic understanding of federal, and state or territory food safety legislative compliance requirements, contents of national codes and standards that underpin regulatory requirements, and local government food safety regulations • working knowledge of organisation personal hygiene policies and procedures • ramifications of failure to observe hygiene policies and procedures • broad understanding of the general hazards in handling food, linen, laundry and garbage, including major causes of contamination and cross-infection • sources and effects of microbiological contamination of food and other items that would require protection in the industry sector and business • basic understanding of the choice and application of cleaning and sanitising equipment and materials. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • contamination • cross-contamination • environmental hygiene • health issues • hygiene hazards • hygiene practices and procedures • personal hygiene.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
<p>1 Follow hygiene procedures and identify hygiene hazards.</p>	<p>1.1 Access and follow <i>hygiene procedures</i> and policies correctly and consistently according to organisation and legal requirements to ensure health and safety of customers and colleagues.</p>	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording in the performance criteria is detailed below.</p> <p><i>Hygiene procedures</i> may relate to:</p> <ul style="list-style-type: none"> • personal hygiene • safe and hygienic handling of food and beverages • regular hand washing • correct food storage • suitable dress and personal protective equipment and clothing • avoidance of cross-contamination • hygienic cleaning practices to avoid cross contamination • use of cleaning equipment, clothes and materials to avoid cross-contamination • safe handling and disposal of linen and laundry • appropriate handling and disposal of garbage • cleaning and sanitising • procedures documented in the organisation food safety program • procedures covered by staff training programs • procedures required by the national food safety code. 	<p>Learning experiences for the HSC must address:</p> <p>An understanding of the importance of hygienic work practices in the hospitality industry.</p> <p>Define:</p> <ul style="list-style-type: none"> • personal hygiene • environmental hygiene. <p>Knowledge of hygienic work practices and procedures including:</p> <ul style="list-style-type: none"> • personal hygiene <ul style="list-style-type: none"> - hand washing • safe and hygienic handling of food and beverages <ul style="list-style-type: none"> - correct food storage • suitable dress and personal protective equipment and clothing • safe handling and disposal of linen and laundry • appropriate handling and disposal of garbage • cleaning and sanitising • following the workplace/organisation’s food safety program. <p>An understanding of the concept of cross-contamination including:</p> <ul style="list-style-type: none"> • the hazards associated with cross-contamination • practices that may result in cross-contamination • procedures to prevent cross-contamination. <p>An awareness of sources of information regarding hygiene procedures in the workplace/organisation including:</p> <ul style="list-style-type: none"> • workplace/organisation food safety program • staff training programs • national food safety code • legislation. <p>An awareness of the purpose and intent of food safety legislation and regulations including:</p> <ul style="list-style-type: none"> • legal obligations of food handlers <ul style="list-style-type: none"> - <i>Food Act 2003</i> (NSW) (as amended) - <i>Food Regulation 2004</i> (NSW)

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			<ul style="list-style-type: none"> • Food Safety Standards for Australia contained in the Australian and New Zealand Food Standards Code. <p>An awareness of the role of:</p> <ul style="list-style-type: none"> • Food Standards Australia New Zealand (FSANZ) • Environmental Health Officer. <p>An awareness of a food safety program commonly used in the industry, such as Hazard Analysis Critical Control Points (HACCP).</p> <p>Knowledge of hygiene practices required in the following areas:</p> <ul style="list-style-type: none"> • accommodation • kitchen/food preparation areas • food service areas • storage areas • laundry • public areas • garbage storage and disposal. <p>Personal hygiene standards required in the hospitality industry including:</p> <ul style="list-style-type: none"> • hands and nails • hair • uniform and clothing • accessories including jewellery.
	<p>1.2 Identify and report <i>poor organisation practices</i> that are inconsistent with hygiene procedures.</p>	<p><i>Poor organisation practices</i> may include:</p> <ul style="list-style-type: none"> • poor personal hygiene practices • poor food handling practices that may result in the contamination of food • poor cleaning practices that may result in cross contamination of food and other items • practices inconsistent with the organisation's food safety program • outdated practices not in keeping with current organisation activities. 	<p>Learning experiences for the HSC must address:</p> <p>The importance of organisation and housekeeping practices in maintaining workplace hygiene.</p> <p>The consequences of poor hygiene practices on:</p> <ul style="list-style-type: none"> • customers • the employer • employees. <p>The importance of acting within level of authority in terms of:</p> <ul style="list-style-type: none"> • taking initiative • problem-solving • decision-making.

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			<p>Appropriate person(s) to report hygiene issues to including:</p> <ul style="list-style-type: none"> • supervisor/team leader • manager • trainer • health and safety officer. <p>An awareness of monitoring and reporting systems including:</p> <ul style="list-style-type: none"> • formal/informal • verbal • written <ul style="list-style-type: none"> - reports - registers/logs/files.
	<p>1.3 Identify <i>hygiene hazards</i> that may affect the health and safety of customers, colleagues and self.</p>	<p><i>Hygiene hazards</i> may include:</p> <ul style="list-style-type: none"> • contaminated food • vermin • airborne dust • items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions • dirty equipment and utensils • contaminated garbage • use of practices not in keeping with current organisation activities • colleagues without appropriate training or understanding of good hygiene practices, policies and procedures • equipment not working correctly, such as fridge and temperature probes. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of potential hygiene hazards including:</p> <ul style="list-style-type: none"> • personal hygiene risks <ul style="list-style-type: none"> - poor personal grooming and oral hygiene - open cuts and wounds - not washing hands after eating, smoking, handling garbage or using bathroom • environmental risks <ul style="list-style-type: none"> - poor garbage storage and disposal - inappropriate and irregular cleaning practices <ul style="list-style-type: none"> ▪ premises ▪ equipment ▪ utensils - poor handling and storage of foods - poor organisational work practices - vermin - airborne dust - equipment <ul style="list-style-type: none"> ▪ dirty/unsanitary ▪ not working correctly, such as fridge and temperature probes • contaminated food • linen <ul style="list-style-type: none"> - contaminated by human waste, such as blood and body secretions - contaminated by raw and cooked food.

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			<p>Knowledge of food poisoning:</p> <ul style="list-style-type: none"> • definition • causes including <ul style="list-style-type: none"> - toxins forming when bacterial growth is so high that cells change into toxins that are resistant to heat or cold - naturally poisonous foods - spoiled foods - incorrect storage and food handling procedures - cross-contamination • types including: <ul style="list-style-type: none"> - staphylococcus aureus - clostridium perfringens - salmonella - listeria - clostridium botulism - camphylobacteria • symptoms including: <ul style="list-style-type: none"> - nausea - vomiting - stomach cramps - diarrhoea - gastroenteritis - dehydration. • high risk foods.
	<p>1.4 Take action to remove or minimise the hazards within scope of individual responsibility and according to organisation and legal requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>An understanding of risk management:</p> <ul style="list-style-type: none"> • identify hazards • assess associated risks • use appropriate control measures to eliminate or minimise risks • monitor and review the control measures. <p>Knowledge of practices and procedures to minimise or prevent hygiene hazards and their associated risks in the workplace including:</p> <ul style="list-style-type: none"> • personal hygiene standards <ul style="list-style-type: none"> - following good personal hygiene rules - use of disposable gloves when handling food - washing hands at appropriate times - covering cuts, wounds or open sores with coloured bandaid

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			<ul style="list-style-type: none"> • implementation of food safety programs such as HACCP • food handling practices and schedules <ul style="list-style-type: none"> - storage - preparation - disposal • safe food storage procedures <ul style="list-style-type: none"> - according to manufacturers' labels/ recommendations - correct temperature <ul style="list-style-type: none"> ▪ thermometer checks ▪ temperature zones - dry/cold storage requirements - use of suitable packaging/containers - correct labelling and dating <ul style="list-style-type: none"> ▪ expiry dates - stock rotation • appropriate cleaning practices <ul style="list-style-type: none"> - use of sanitisers and detergents - appropriate temperature • vermin control including pest control for <ul style="list-style-type: none"> - rats and mice - flies - cockroaches • linen control <ul style="list-style-type: none"> - handling of potentially infectious linen - laundering of items. <p>Knowledge of the correct storage of a range of food items including</p> <ul style="list-style-type: none"> • meat, poultry and seafood • dry goods • fruit and vegetables • dairy foods • frozen goods. <p>Appropriate use and storage of chemicals and hazardous substances:</p> <ul style="list-style-type: none"> • separate well lit and ventilated storeroom • sealed, labelled containers with direction for use and first aid directions <ul style="list-style-type: none"> - never stored in food containers • always follow manufacturers' /enterprise instruction on containers

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	<p>1.5 Promptly report hygiene hazards to appropriate person for follow up where control of hazard is beyond the scope of individual responsibility.</p>		<ul style="list-style-type: none"> • in accordance with material safety data sheet (MSDS) • never mix chemicals. <p>Knowledge of appropriate cleaning practices for:</p> <ul style="list-style-type: none"> • accommodation environments • food preparation areas • stores areas • laundry • public areas. <p>An understanding of the role of food handlers in maintaining appropriate workplace hygiene:</p> <ul style="list-style-type: none"> • following cleaning schedules • maintenance of kitchen utensils, equipment and food service items • storage of kitchen utensils, equipment and food service items.
<p>2 Report any personal health issues.</p>	<p>2.1 Report any personal <i>health issues</i> that are likely to cause a hygiene risk.</p>	<p><i>Health issues</i> may relate to:</p> <ul style="list-style-type: none"> • food borne diseases • airborne diseases • infectious diseases. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of personal health issues that may pose a hygiene risk including:</p> <ul style="list-style-type: none"> • diseases <ul style="list-style-type: none"> - food borne - airborne - infectious • illnesses <ul style="list-style-type: none"> - influenza - virus • injury <ul style="list-style-type: none"> - open cuts/wounds - infections. <p>An awareness of indicators of personal health issues:</p> <ul style="list-style-type: none"> • runny nose • diarrhoea

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	<p>2.2 Report incidents of food contamination that have resulted from the personal health issue.</p> <p>2.3 Do not participate in food handling activities where there is a risk of food contamination as a result of the health issue.</p>		<ul style="list-style-type: none"> • coughing • sneezing • fever • rash.
<p>3 Prevent food and other item contamination.</p>	<p>3.1 Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings to prevent contamination to food.</p>		<p>Learning experiences for the HSC must address:</p> <p>Workplace/organisation policy and procedures for:</p> <ul style="list-style-type: none"> • personal dress and presentation <ul style="list-style-type: none"> - uniform - hair accessories - watches and jewellery • personal hygiene • use of dressings and bandages. <p>Knowledge of location and use of first aid kits in the workplace.</p> <p>Knowledge of appropriate dressings and bandages for use in a hospitality environment including those that are:</p> <ul style="list-style-type: none"> • waterproof • brightly coloured. <p>Selection, use, application and maintenance of a range of personal protective equipment (PPE) including:</p> <ul style="list-style-type: none"> • footwear • hair covers • gloves • masks • protective clothing.

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	3.2 Ensure that no clothing or <i>other items worn</i> contaminate food.	<i>Other items worn</i> may include: <ul style="list-style-type: none"> • hair accessories • jewellery • watches • bandages. 	
	3.3 Prevent unnecessary direct contact with ready to eat food.		
	3.4 Do not allow food to become contaminated with any body fluids or tobacco product from sneezing, coughing, blowing nose, spitting, smoking or eating over food or food preparation surfaces.		
	3.5 Maintain the use of clean materials and clothes and safe and hygienic practices to ensure that no <i>cross-contamination of other items in the workplace</i> occurs.	<i>Cross-contamination of other items in the workplace</i> may involve: <ul style="list-style-type: none"> • infected linen • items such as linen, tea towels and towels that may be contaminated with human waste, such as blood and body secretions • dirty equipment and utensils • spreading bacteria from bathroom or bedroom areas to kitchen areas in an accommodation facility. 	
4 Prevent cross contamination by washing hands.	4.1 <i>Wash hands at appropriate times</i> and follow hand washing procedures correctly and consistently according to organisation and legal requirements.	<i>Washing hands at appropriate times</i> might include: <ul style="list-style-type: none"> • immediately before working with food • immediately after handling raw food • before commencing or recommencing work with food • immediately after using the toilet • immediately after smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound. 	Learning experiences for the HSC must address: An awareness of when hands should be washed including: <ul style="list-style-type: none"> • before <ul style="list-style-type: none"> - commencing or recommencing work with food - working with food - handling equipment • after <ul style="list-style-type: none"> - handling raw food - using the toilet - smoking - coughing, sneezing or blowing the nose - eating or drinking - touching the hair, scalp or any wound.

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			Knowledge of correct procedures for washing hands.
	4.2 Wash hands using <i>appropriate facilities</i> .	<p><i>Appropriate facilities</i> for hand washing may include:</p> <ul style="list-style-type: none"> • warm running water • soap • single use towels • designated hand washing sink. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of effective hand washing including use of:</p> <ul style="list-style-type: none"> • warm running water • soap • single-use towels • designated hand washing sink.