

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Apply retail food safety practices		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRRFSA001A	Food Safety	Retail	20

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to implement safe food storage handling processes in a retail food environment according to a food safety program.
Prerequisite units	Nil
Application of the unit	This unit applies to frontline service personnel involved in preparing, displaying and selling retail food. It requires knowledge and application of a store food safety program that complies with food safety regulations.
Employability Skills	The required outcomes described in this unit 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 Skill requirements.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the 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 <u>essential</u>:</p> <ul style="list-style-type: none"> consistently applies store policy and procedures, which comply with food safety regulations and relevant legislation consistently identify, interprets, applies and implements the store food safety program according to health and hygiene requirements and store procedures consistently follows and applies store policy and procedures with regard to cleaning and maintaining equipment and safe handling and disposal of waste consistently follows store policy and procedures with regard to personal hygiene 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> a real or simulated work environment a food safety program protective clothing cleaning materials and chemicals pest control equipment and chemicals suitable food products relevant documentation, such as store policy and procedures on hygiene and sanitation practices food handling implements food storage and display 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"> observation of performance in the workplace a role play third-party reports from a supervisor customer feedback answers to questions about specific skills and knowledge review of portfolios of evidence and third-party workplace reports of on-the-job performance. 	<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 in the context of the job role and with other relevant units that make up the skill set or qualification.</p>

Critical aspects for assessment and evidence required to demonstrate competency in this unit cont/d		Methods of assessment cont/d	
<p>practices, including:</p> <ul style="list-style-type: none"> - personal cleanliness, reporting of personal illness and infections - store personal presentation requirements for hair, clothes, footwear and jewellery - hand washing procedures - use and maintenance of clothing, footwear and related apparatus to meet hygiene requirements <ul style="list-style-type: none"> • inspects own work area and identifies common food safety hazards and possible hazards • consistently seeks instruction and applies store policy and procedures with regard to removal and isolation of suspect product or taking other corrective action • consistently maintains personal conduct to minimise risk to food safety • consistently monitors critical control points to identify food safety risks in own work area according to store procedures; this may include carrying out checks, inspections and tests • investigates contamination and cross-contamination events and takes action to prevent contamination from occurring or recurring • consistently records food safety information according to store policy and procedures • consistently contributes to continuous improvement in own work area. 		<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>	

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

HSC Requirements and Advice

The following skills must be assessed as part of this unit:

- interpersonal communication skill to:
 - report maintenance requirements
 - take corrective action in relation to food safety and contribute to continuous improvement through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- handling of chemicals
- maintaining work area
- product handling
- use of personal protective equipment
- record keeping for the food safety program
- personal hygiene
- avoidance of cross-contamination
- cleaning
- literacy and numeracy skills in regard to reading and understanding store procedures.

The following knowledge must be assessed as part of this unit:

- store policy and procedures and legislative requirements in regard to personal hygiene practices
- correct protective clothing
- safety requirements to protect self and others
- food handling and hygiene principles including:
 - awareness of the store food safety program, its purpose and implications for own work
 - own roles and responsibilities and those of food safety personnel for food handling requirements from raw material to finished product
 - techniques for minimising contamination and spoilage
 - common sources and types of contamination and food safety hazards, including conditions conducive to microbial growth and known allergens associated with food handling and processing
 - common types of physical, chemical and micro-biological agents that can contaminate food
 - conditions that can cause physical, chemical and micro-biological contamination
 - correct storage of food, including hot, cold, raw and cooked, and relevant critical control points
 - causes of deterioration of food, contamination, cross-contamination
 - store procedures for identifying and reporting potential or actual sources of contamination
 - food handling implements e.g. gloves and tongs
 - need for change of implements between products
 - need for frequent change of storage medium for serving implements
 - shelf life of products
 - hazards analysis and critical control points (HACCP)
- load limits of storage, display units to maintain correct temperatures including:
 - effects of breaking temperature curtain, effects of blocking coils and air vents
 - overloading
- procedures for recording failures in the food safety program, including equipment breakdowns, and immediate action to be taken
- principles of temperature control and the temperature danger zone

Key Terms and Concepts

- appropriate personnel
- causes of food deterioration, contamination and spoilage
- cleaning and sanitising procedures for work areas and equipment
- continuous improvement
- corrective action
- cross contamination
- food handling implements
- food product recall
- food safety legislation
- food safety program
- food storage requirements and shelf life
- hazard analysis critical control point (HACCP)
- hygiene procedures
- hygienically handle and store food
- implement food safety program
- load limits for storage area
- material safety data sheet (MSDS)
- operational policy and procedures to support food safety program
- personal hygiene and practices
- personal movement
- personal presentation
- pest control
- quality assurance
- recording and reporting
- recycling and waste disposal
- routine maintenance
- safe handling, use and storage of cleaning and sanitation tools, equipment and consumables
- safe work practices and procedures
- selection, use, maintenance and storage of personal protective equipment (PPE)
- unsafe food safety processes or situations
- workplace/company/store policy and procedures.

Required Skills and Knowledge cont/d

- hazardous foods
- cleaning of work area:
 - store cleaning procedures and schedules for work areas and equipment (internal and external)
 - purpose and importance of cleaning and sanitation procedures
 - safe use and storage of cleaning tools, equipment and chemicals, and insecticides and pesticides
 - routine maintenance for work areas and equipment
 - waste collection and disposal, recycling and handling procedures
 - pest control procedures used in the workplace
- relevant legislation and statutory requirements
- relevant OHS requirements
- food safety policy, plans and responsibilities, including an understanding of the relationship between the quality system, the food safety program and audit requirements
- characteristics of materials, products and processes used to carry out work responsibilities
- relevant industry codes of practice.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Apply personal hygiene and sanitation	1.1 Identify and demonstrate good <i>personal hygiene practices</i> .	<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>Personal hygiene practices</i> may include:</p> <ul style="list-style-type: none"> • hand washing procedures • personal presentation and cleanliness • hair tied back, under net or under cap • not touching hair or sneezing near food • removal of jewellery as required by legislation • reporting of personal illnesses and infections • wounds, cuts and wearing of bandages or dressings • changing gloves when handling different products. 	<p>Learning experiences for the HSC must address:</p> <p>Hygiene procedures including:</p> <ul style="list-style-type: none"> • safe and hygienic handling of food and beverage • regular hand washing • correct food storage • appropriate and clean clothing • avoidance of cross-contamination • appropriate handling and disposal of garbage • cleaning and sanitising procedures • personal hygiene • reporting personal illness/infection. <p>Personal hygiene standards and practices including:</p> <ul style="list-style-type: none"> • following good personal hygiene rules <ul style="list-style-type: none"> - hands and nails - hair - uniform and clothing - accessories including jewellery • use of disposable gloves when handling food • wash hands after using bathroom, before starting work and before touching food or equipment • use a brightly coloured band-aid if you have a cut or open sore. <p>A basic awareness of food safety legislation regarding correct storage, handling and preparation of food including:</p> <ul style="list-style-type: none"> • <i>Food Act 2003</i> (NSW) (as amended) • <i>Food Regulation 2004</i> (NSW) • Food Standards Australia New Zealand (FSANZ) • Hazard Analysis Critical Control Point (HACCP). <p>Workplace/company/store policy and procedures in regard to personal hygiene practices.</p>
	1.2 Identify, maintain and use <i>protective clothing and equipment</i> .	<p><i>Protective clothing and equipment</i> may include:</p> <ul style="list-style-type: none"> • wearing of gloves, hairnets, hats, shoes, uniforms, outer garments and aprons when handling food as required 	<p>Learning experiences for the HSC must address:</p> <p>Use and application of a range of personal protective equipment (PPE) including:</p> <ul style="list-style-type: none"> • footwear • head protection

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		<ul style="list-style-type: none"> • clothing maintenance, laundering and storage requirements • wearing gloves to protect hands from cleaning chemicals, heat or cold (insulation) • wearing mesh gloves when using or cleaning sharp equipment • wearing protective clothing and footwear. 	<ul style="list-style-type: none"> • gloves • protective clothing • hearing protection • eye protection. <p>Selection of PPE:</p> <ul style="list-style-type: none"> • correct for the task • manufacturer's specifications for use • correct fitting • serviceability. <p>Importance of correctly fitting PPE.</p> <p>Maintenance of PPE according to manufacturer's instructions and workplace/organisation/store policy and procedures:</p> <ul style="list-style-type: none"> • cleaning and decontamination • correct storage • regular checks for damage • repair/replacement of worn, malfunctioning or damaged equipment/parts • disposal of single-use equipment. <p>An awareness of safe work practices and procedures including:</p> <ul style="list-style-type: none"> • OHS induction training • selection, use and maintenance of personal protective equipment (PPE) • selection of appropriate tools for the task • correct use, maintenance and storage of tools and equipment • correct handling, application, labelling and storage of hazardous and non-hazardous materials • safe posture (sitting, standing, bending and lifting) • correct manual handling (lifting and transferring) • location and use of safety alarms and emergency exits • correct use of fire fighting equipment: <ul style="list-style-type: none"> - fire blanket - fire extinguishers • hazard identification and risk control • basic first aid training and access to first aid kits

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<ul style="list-style-type: none"> • procedures to follow in the event of an emergency • effective communication and teamwork • adherence to work instructions, workplace/company/store policies and procedures • housekeeping/clean-up procedures, including waste disposal, with proper consideration of OHS and the environment.
	1.3 Ensure <i>personal movement</i> within and outside workplace complies with work area requirements.	<i>Personal movement</i> may include: <ul style="list-style-type: none"> • removing protective clothing prior to moving outside or from one area to another • not moving into defined areas. 	Learning experiences for the HSC must address: An awareness of the relationship between personal movement within and outside the workplace and food safety.
	1.4 Maintain personal presentation according to store procedures and <i>legislative requirements</i> .	<i>Legislative requirements</i> may include but are not limited to: <ul style="list-style-type: none"> • food safety regulations • OHS • environmental protection legislation • awards and agreements • waste disposal • hazardous substances and dangerous goods • manual handling. 	
2 Identify food safety program	2.1 Identify and interpret store food safety program.		Learning experiences for the HSC must address: Importance of safety procedures for food production and handling from raw material to finished product. An awareness of food safety programs (for example, a program based on HACCP). An awareness of the following in relation to the workplace/company/store food safety program: <ul style="list-style-type: none"> • purpose • implications for the work of the employee • roles and responsibilities of the employee. Hazard Analysis Critical Control Points (HACCP): <ul style="list-style-type: none"> • definition • key principles • identification of critical control points.

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	2.2 Implement food safety program.		<p>Learning experiences for the HSC must address:</p> <p>Operational policy and procedures to support the food safety program for:</p> <ul style="list-style-type: none"> • purchasing, delivery and storage • preparation and cooking • cooling and storage • holding or display • re-thermalisation • service • pest control • cleaning and sanitation of work area • equipment cleaning and maintenance • maintenance of personal hygiene • appropriate clothing and footwear • hand washing regimes.
3 Store and handle food products hygienically	3.1 Transport packaged <i>food supplies</i> to the appropriate storage area, promptly safely and without damage.	<p><i>Food supplies</i> may include:</p> <ul style="list-style-type: none"> • supplies received from both internal and external suppliers and maintained within a stock control system, including: <ul style="list-style-type: none"> - dry goods - hazardous foods - dairy goods - meat and seafood - poultry - fruit and vegetables - frozen goods. 	<p>Learning experiences for the HSC must address:</p> <p>Transportation of a range of food items relevant to work tasks.</p>
	3.2 Identify and practise <i>food storage requirements</i> according to <i>store procedures</i> and legislative requirements.	<p><i>Food storage requirements</i> may include:</p> <ul style="list-style-type: none"> • storage in: <ul style="list-style-type: none"> - refrigeration - freezers - cool rooms - dry stores - refrigerated display cabinets • food segregation • food packaging for storage • labelling of food • stock rotation • optimum maintenance of storage areas, including: 	<p>Learning experiences for the HSC must address:</p> <p>Correct storage of a range of food:</p> <ul style="list-style-type: none"> • hot and cold • raw and cooked • frozen. <p>Food storage requirements and shelf-life of a range of food items (from raw material to finished product) relevant to work tasks.</p> <p>Food storage requirements including:</p> <ul style="list-style-type: none"> • location/storage area • segregation

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		<ul style="list-style-type: none"> - cleanliness - lighting - at required temperature - free from vermin or infestation - free from defects • optimum temperature management • ventilation of storage area • sanitation of storage area <p>disposal of damaged or spoiled supplies.</p> <p><i>Store procedures</i> may include:</p> <ul style="list-style-type: none"> • compliance food safety standards and the store food safety plan • procedures such as: <ul style="list-style-type: none"> - personal hygiene - safe storage of food - safe storage and use of cleaning chemicals - cleaning regimes and timetables - protective clothing and equipment - safe handling and use of food preparation equipment - food handling procedures - control points - hazard analysis and critical control points (HACCP). 	<ul style="list-style-type: none"> • packaging • labelling • optimum temperature measurement • ventilation • maintenance and sanitation of storage area • stock rotation • disposal of damaged and/or spoiled food items. <p>An awareness of:</p> <ul style="list-style-type: none"> • the need for load limits for storage area in order to maintain correct temperature • the effects of <ul style="list-style-type: none"> - breaking temperature curtain - blocking coils/air vents - overloading.
	<p>3.3 Identify and use <i>food handling implements</i> for handling products according to legislative requirements.</p>	<p><i>Food handling implements</i> may include:</p> <ul style="list-style-type: none"> • gloves • tongs • spoons • scoops. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the need for:</p> <ul style="list-style-type: none"> • change of implements between food items • frequent change of storage medium for serving implements.
	<p>3.4 Avoid cross-contamination by changing food handling implements between handling different products and appropriate hand washing.</p>		<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • deterioration • contamination • cross-contamination • spoilage. <p>Causes of food deterioration, contamination and cross-contamination.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			Methods/techniques for minimising food spoilage and contamination.
4 Clean work area and equipment	4.1 Identify and practise cleaning requirements for <i>work areas</i> according to store procedure, the food safety program and legislative requirements.	<p><i>Work areas</i> may include:</p> <ul style="list-style-type: none"> • floors • walls to required levels • benches and working surfaces • shelves • store rooms and cupboards • food service areas • kitchen areas. 	<p>Learning experiences for the HSC must address:</p> <p>Difference between cleaning and sanitation.</p> <p>An awareness of the purpose and importance of cleaning and sanitation procedures.</p> <p>Workplace/company/store cleaning and sanitising procedures for work areas including:</p> <ul style="list-style-type: none"> • floors • walls • benches/working surfaces • shelves • storage area(s) • food service area(s) • kitchen areas. <p>Clean-up procedures with due consideration to OHS and environment.</p>
	4.2 Identify and practise external and internal cleaning requirements for <i>equipment</i> according to store procedures, the food safety program and legislative requirements.	<p><i>Equipment</i> may include but is not limited to:</p> <ul style="list-style-type: none"> • crockery and glassware • utensils • pots, pans and dishes • containers • chopping boards • garbage bins • storage and display units • cool rooms, refrigerators and freezers • extraction fans • thermometers including infra red (for checking surface and air temperature) • probe (for checking core temperature) • ovens, bain-maries, rotisseries, grills, deep fryers and hot-plates • knives, slicers, drink machines, milk shake makers, coffee makers • dishwashers. 	<p>Learning experiences for the HSC must address:</p> <p>Workplace/company/store cleaning and sanitation procedures for a range of equipment applicable to work tasks.</p>

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	4.3 Identify and use appropriate and safe cleaning tools, consumables and equipment for a variety of applications.		<p>Learning experiences for the HSC must address:</p> <p>Safe handling, use and storage of a range of cleaning and sanitation tools, equipment and consumables (chemicals, insecticides and/or pesticides).</p>
	4.4 Identify and practise appropriate and safe <i>routine maintenance</i> requirements for food storage and work areas and equipment according to store procedures and the food safety program.	<p><i>Routine maintenance</i> may include:</p> <ul style="list-style-type: none"> • calibration checks on relevant equipment • detailed cleaning to ensure the elimination of crumbs, food scraps or dirt build-up • blade sharpening • checking and reporting equipment faults • checking pest control equipment and products, including: <ul style="list-style-type: none"> - fly screens - automatic doors - ultraviolet insect lights - vermin traps • cleaning and sanitising waste bins and areas. 	<p>Learning experiences for the HSC must address:</p> <p>Routine maintenance for work areas and a range of equipment applicable to work tasks.</p>
	4.5 Report maintenance requirements and problems to relevant personnel without delay.		<p>Learning experiences for the HSC must address:</p> <p>Reporting including:</p> <ul style="list-style-type: none"> • formal/informal • verbal/written. <p>Appropriate personnel including:</p> <ul style="list-style-type: none"> • colleague • supervisor/team leader • manager • supplier/wholesaler/manufacturer.
	4.6 Identify and observe handling and storage requirements for cleaning chemicals according to manufacturer safety data sheets and store procedures and the food safety program.		<p>Learning experiences for the HSC must address:</p> <p>Interpretation of product labels and material safety data sheets (MSDS) for the safe preparation and use of dangerous goods and hazardous substances:</p> <ul style="list-style-type: none"> • directions and precautions for use • recommended dosage and dilution of chemicals • safe handling requirements • first aid

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			<ul style="list-style-type: none"> • calculating quantity required • disposal methods • suitable storage item/container. <p>How and where to obtain required MSDS.</p> <p>Appropriate storage of chemicals, hazardous substances and flammable materials including:</p> <ul style="list-style-type: none"> • secure storage • separate well lit and ventilated storeroom • sealed, labelled containers with direction for use and first aid directions • hazchem labels • always follow manufacturer's/enterprise instruction on containers • never mix chemicals.
	4.7 Identify and perform waste disposal and pest control procedures according to store procedures, food safety program and legislative requirements.		<p>Learning experiences for the HSC must address:</p> <p>Waste disposal and pest control procedures used in the workplace/company/store with due consideration to OHS and the environment.</p> <p>Environmental considerations for dealing with waste including:</p> <ul style="list-style-type: none"> • recycling <ul style="list-style-type: none"> - paper-based products - plastic • approved disposal of <ul style="list-style-type: none"> - hazardous material - non-hazardous material.
5 Monitor food safety	5.1 Monitor food safety hazards to control food safety risk.		
	5.2 Identify <i>potentially unsafe food safety processes or situations</i> and take <i>corrective action</i> .	<p><i>Potentially unsafe food safety processes or situations</i> may include:</p> <ul style="list-style-type: none"> • spoiled or contaminated food • out-of-date food • customer complaints regarding food contamination • situations that may indicate a need for food recall. 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • chemical, microbiological and physical causes of food spoilage and/or contamination • conditions conducive to microbial growth • common food allergens.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
		<p><i>Corrective action</i> <u>must</u> include:</p> <ul style="list-style-type: none"> • promptly report potentially unsafe food safety processes or situations to a supervisor • acting on the advice of the supervisor. 	<p>Risk situations including:</p> <ul style="list-style-type: none"> • foods highly susceptible to microbiological contamination • working in temperatures that promote rapid growth of microorganisms • displays of food, buffets • processes where food is required to be touched by hands • requirements for re-thermalisation or defrosting. <p>Risk minimisation including:</p> <ul style="list-style-type: none"> • identify hazard • assess associated risks • use appropriate control measures to eliminate or minimise risks • monitor and review the control measures. <p>Workplace/company/store procedures for identifying and reporting potential and/or actual sources of contamination.</p> <p>Corrective action required for a range of potentially unsafe food safety situations.</p>
	5.3 Record food safety information, including equipment breakdowns, according to the food safety program.		<p>Learning experiences for the HSC must address:</p> <p>Food safety monitoring and documentation (for example, HACCP-based) including:</p> <ul style="list-style-type: none"> • internal and external audits • record keeping • reports.
6 Contribute to continuous improvement	6.1 Promptly identify hygiene and sanitation problems or situations, including potential sources of food contamination, and rectify or report to relevant personnel.		<p>Learning experiences for the HSC must address:</p> <p>Role of the employee in quality assurance.</p> <p>A basic understanding of the relationship between the workplace/company/store food safety program, quality system and audit requirements.</p> <p>How and when to report.</p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>The importance of acting within levels of authority in terms of:</p> <ul style="list-style-type: none"> • taking initiative • problem-solving • decision-making. <p>An awareness of workplace/company/store policy and procedures for food product recall.</p>
	<p>6.2 Promptly identify conditions that promote microbial growth, and rectify or report to relevant personnel.</p>		