

Training Package	Retail Services (SIR07)		HSC Requirements and Advice
Unit title	Prepare and display fast food items		
Unit code	Competency field	Sector	HSC Indicative Hours
SIRRMER003A	Merchandising	Retail	20

Unit descriptor	This describes the performance outcomes, skills and knowledge required to prepare, cook, arrange and present fast food items in a retail environment. It includes the setting up and maintenance of displays and labelling or pricing stock. It also includes the handling, protection and storage of fast food products for display or sale.
Prerequisite units	SIRRFSA001A Apply retail food safety practices
Application of the unit	This unit requires the team member to demonstrate concise knowledge and application of store policy and food safety procedures, including legislative requirements, in all aspects of handling, preparing, displaying, ticketing and storing fast food items in a retail environment. Frontline staff and supervisors are responsible for this role.
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 in the preparation, cooking, arrangement, presentation, handling and storage of fast food items consistently applies store policy and procedures in regard to displaying, merchandising, ticketing, pricing and storage of stock displays merchandise on fixtures, shelves and display areas, in determined locations according to special manual handling techniques and other safety requirements 	<p>Assessment <u>must</u> ensure access to:</p> <ul style="list-style-type: none"> a retail work environment food preparation equipment ticketing equipment products for preparation and display display materials and props cleaning equipment and materials relevant documentation, such as: <ul style="list-style-type: none"> store policy and procedures manuals OHS industry codes of practice and relevant legislation 	<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 third-party reports from a supervisor customer feedback written and/or verbal questioning to assess knowledge and understanding 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	Context of and specific resources for assessment cont/d	Methods of assessment cont/d	
<ul style="list-style-type: none"> • prepares display labels and price tickets for merchandise according to store policy and procedures • operates, maintains and stores a range of electronic ticketing equipment according to: <ul style="list-style-type: none"> - store policy and procedures - industry codes of practice - manufacturer instructions and design specifications • arranges correct pricing and information on merchandise according to store procedures, industry codes of practice and legislative requirements • identifies damaged, soiled or out of date stock and takes corrective action as required by store procedures • maintains display areas and replenishes stock as required according to store procedures • performs correct manual handling, storage and display techniques according to: <ul style="list-style-type: none"> - stock characteristics - industry codes of practice - OHS regulations - food safety practices. 	<ul style="list-style-type: none"> - manufacturer instructions or operation manuals for electronic ticketing equipment. 	<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"> • SIRRFSA001A Apply retail food safety practices. 	

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 <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • interpersonal communication skills to: <ul style="list-style-type: none"> - report temperature irregularities to appropriate personnel through clear and direct communication - share information - use language and concepts appropriate to cultural differences - use and interpret non-verbal communication • use and maintenance of: <ul style="list-style-type: none"> - food preparation tools and equipment - electronic labelling and ticketing equipment - food storage and display units • completing tasks in set time frame • literacy and numeracy skills in relation to: <ul style="list-style-type: none"> - reading and interpreting store procedures and guidelines - weighing and measuring of goods - machine or manual preparation of labels and tickets. 	<p>The following knowledge <u>must</u> be assessed as part of this unit:</p> <ul style="list-style-type: none"> • store policy and procedures in regard to: <ul style="list-style-type: none"> - merchandising, ticketing, pricing and storage of stock - store promotional themes, including advertising, catalogues and special offers - location of display areas - availability and use of display materials - stock rotation - stock replenishment - scheduling for building and rotating displays - correct manual handling techniques for protection of self and merchandise - correct storage procedures for labelling and ticketing equipment and materials • food safety programs • shelf life of various products • pricing procedures, including GST requirements • placing and arranging fast food items and maintaining display • relevant OHS legislation and codes of practice • relevant legislation and statutory requirements, including food safety • Trade Practices and Fair Trading Acts • relevant industry codes of practice. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • appropriate personnel • correct manual handling techniques • corrective action • cross-contamination • date code stock • defrosting fast food items • deterioration • display fast food products • display materials and props • fast food preparation tools and equipment • fast food product range • food handling implements • food safety program • freshness • handle, wrap, package and store fast food products • heating and reheating fast food • housekeeping • information on labels and tickets • labels and tickets • legislative requirements • load bearing and load limit capacity • markdowns and reductions • menu range • operation, use and maintenance of labelling and ticketing equipment • optimum stock levels • package/plate fast food • packaging materials • placement of food and displays • portion control • prepare and operate work stations • prepare, cook, arrange and present fast food products • prepare, place, arrange and display labels and tickets • pricing structure • principles of display

		<p>Key Terms and Concepts cont/d</p> <ul style="list-style-type: none"> • product characteristics • promotional themes • quality assurance • recommended temperatures for fast food items • recording and reporting • recycling and waste disposal • retail design • safe work practices and procedures • schedule for building and rotating displays • setting up and maintaining displays • signs of damaged, deteriorated, spoiled or out-of-date stock • special promotion areas • standard store recipes • standard work activities/tasks • stock replenishment and rotation • storage of labelling and ticketing equipment and materials • storage and display units and fixtures • use, maintain, clean and store fast food preparation tools and equipment • workplace/company/store policy and procedures.
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Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Prepare fast food items	1.1 Prepare and operate work stations according to <i>legislative requirements</i> and <i>store policy and procedures</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>Legislative requirements</i> may include:</p> <ul style="list-style-type: none"> • food safety regulations • OHS • pricing procedures including GST requirements • manual handling • waste disposal • environmental protection • industry codes of practice. <p><i>Store policy and procedures</i> <u>in regard to:</u></p> <ul style="list-style-type: none"> • preparation, cooking, arrangement, presentation, handling and storage of fast food items • maintenance and cleaning of equipment and working areas. 	<p>Learning experiences for the HSC must address:</p> <p>Planning and preparation for display of fast food items in a workplace/company/store.</p> <p>Knowledge of appropriate time frames for the completion of standard work activities/tasks.</p> <p>Knowledge of workplace/company/store fast food range.</p> <p>A basic awareness of current legislative requirements including:</p> <ul style="list-style-type: none"> • <i>Trade Practices Act 1974</i> (Cth) (as amended) • <i>Fair Trading Act 1987</i> (NSW) (as amended). <p>A basic awareness of hygiene and food safety legislation regarding correct storage, handling and preparation of fast food items 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>Safe work practices in accordance with occupational health and safety (OHS) regulations, legislation and statutory requirements.</p> <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

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	<p>1.2 Identify, maintain and use <i>equipment, utensils and implements</i> required according to store procedures and legislative requirements.</p>	<p><i>Equipment, utensils and implements</i> may include:</p> <ul style="list-style-type: none"> • protective clothing • tongs, spoons and spatulas • knives and slicers • cooking equipment, such as deep fryers, ovens, grills and cooktops. 	<ul style="list-style-type: none"> • 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 • 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. <p>Learning experiences for the HSC must address:</p> <p>Use and maintenance of a range of fast food preparation tools and equipment appropriate to work tasks.</p> <p>Safe work practices for using tools and equipment including:</p> <ul style="list-style-type: none"> • following standard operating procedures (SOP) and manufacturer's specifications before, during and after use • risk management (identifying hazards and implementing control measures) • correct manual handling • appropriate use of PPE • regular servicing and maintenance • selection of appropriate tool for use • working with electricity in a safe manner • adequate ventilation • attaching appropriate safety guards where required. <p>Issues relating to the storage of tools and equipment including:</p> <ul style="list-style-type: none"> • security • climatic effects • OHS considerations • stability • ease of access.

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	1.3 Identify and assemble ingredients for items according to standard store recipes and <i>menu range</i> .	Store <i>menu range</i> may include: <ul style="list-style-type: none"> • salads • sandwiches • hamburgers, meat, poultry • delicatessen goods • pizzas • seafood • coated or battered items • drinks • desserts. 	
	1.4 Identify preparation and <i>handling requirements</i> for individual food items according to legislative requirements and store procedures.	<i>Handling requirements</i> may vary according to stock characteristics, including: <ul style="list-style-type: none"> • perishable items • cooked or uncooked items • items requiring defrosting or freezing • separating items to enhance presentation and to prevent cross-contamination and spoiling • items requiring chilling or heating • wet or dry items. 	Learning experiences for the HSC must address: Workplace/company/store policy and procedures in regard to: <ul style="list-style-type: none"> • food safety program • handling of fast food items • cooking fast food items • preparation of fast food items • sale of fast food items.
	1.5 Identify products to be sliced or cut and slice or cut according to product and legislative requirements.		
	1.6 Use food preparation equipment safely and switch off after use, as required according to legislative requirements and store procedures.		
	1.7 Clean and store equipment according to store procedures and legislative requirements.		
	1.8 Identify, prepare and cook items according to legislative requirements and store procedures.		

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	1.9 Identify items to be heated and place in, and remove from, ovens according to legislative requirements and store procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of food safety in relation to heating and reheating fast food items.</p>
	1.10 Identify items to be defrosted and prepare according to legislative requirements and store procedures.		<p>Learning experiences for the HSC must address:</p> <p>An awareness of food safety in relation to defrosting fast food items.</p>
2 Present food items	2.1 Package or plate food items according to store procedures and legislative requirements.	<p>Package may include:</p> <ul style="list-style-type: none"> • plastic containers • polystyrene trays • plastic wrap • plastic bags • paper wraps and bags. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of a range of packaging materials including:</p> <ul style="list-style-type: none"> • boxes • crates • bags <ul style="list-style-type: none"> - paper - waxed paper - plastic - foil • paper • plastic wrap • trays <ul style="list-style-type: none"> - cardboard - foil - polystyrene • protective products <ul style="list-style-type: none"> - special labels - fragile tape - bubble wrap - styrofoam - shredded paper • fastening items <ul style="list-style-type: none"> - adhesive tape - decorative ribbon - string - banding - staples. <p>The selection and use of packaging/wrapping materials according to product characteristics for:</p>

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			<ul style="list-style-type: none"> • protection of merchandise <ul style="list-style-type: none"> - fragile/delicate items - perishable items - bulk items • security of merchandise • transport/distribution • point of sale marketing/promotion • company/store/brand promotion • gift/special wrapping.
	2.2 Apply portion control to minimise wastage.		<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • portion control. <p>Techniques for portion control including:</p> <ul style="list-style-type: none"> • use of utensils and measures to prepare and serve food • specifying meal and component sizes. <p>Skills in weighing, estimating and calculating costs relevant to the pricing of goods and services.</p>
	2.3 Place food products in or on <i>display and storage units</i> in determined locations as required.	<p><i>Display and storage units</i> may include:</p> <ul style="list-style-type: none"> • heaters • ovens • bain-maries • rotisseries • freezers • refrigerated units or coolrooms • display fixtures, bins and cabinets • self-serve. 	<p>Learning experiences for the HSC must address:</p> <p>Placement, presentation and storage of fast food products in appropriate location according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures manual • supervisor/team leader instructions. <p>Storage/display of stock with consideration for:</p> <ul style="list-style-type: none"> • climatic effects • food safety program • stability • OHS • security • optimum presentation • ease of access • time frame for storage.

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	2.4 Display food products to achieve a balanced fully stocked appearance and promote sales.		<p>Learning experiences for the HSC must address:</p> <p>A basic understanding of:</p> <ul style="list-style-type: none"> • principles of display • retail design <ul style="list-style-type: none"> - elements and principles - trends. <p>Availability and use of a range of display materials and props.</p> <p>Set-up and maintenance of fast food displays.</p> <p>Workplace/company/store scheduling for building displays.</p>
	2.5 Check stock for freshness prior to placement on display.		<p>Learning experiences for the HSC must address:</p> <p>Awareness of the role of employees in quality assurance relating to the provision of goods and services within the workplace/company/store.</p>
	2.6 Identify damaged, deteriorated, spoiled or out-of-date stock and take corrective action as required according to store procedures and legislative requirements.	<p>Corrective action may include:</p> <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor or manager. 	<p>Learning experiences for the HSC must address:</p> <p>An awareness of the signs of damaged, deteriorated, spoiled or out-of-date stock.</p> <p>Knowledge of when to take corrective action including:</p> <ul style="list-style-type: none"> • return to supplier • disposal • report to supervisor/manager.
	2.7 Display and store cooked and uncooked products separately to avoid cross-contamination according to store policy and legislative requirements.		<p>Learning experiences for the HSC must address:</p> <p>A definition of:</p> <ul style="list-style-type: none"> • cross-contamination.
	2.8 Place individual products in separate containers or dividers to avoid spoilage.		

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	<p>2.9 Place food product stock range according to fixtures, ticketing, prices or bar codes.</p> <p>2.10 Rotate food product stock according to shelf life, use-by dates, store procedures and legislative requirements.</p> <p>2.11 Ensure food presentation complies with product handling requirements, techniques and legislative requirements.</p>		<p>Learning experiences for the HSC must address:</p> <p>Stock rotation including:</p> <ul style="list-style-type: none"> • FIFO (first in first out). <p>Monitoring for slow-moving items.</p> <p>Learning experiences for the HSC must address:</p> <p>A knowledge of correct manual handling techniques for protection of self, others and stock when:</p> <ul style="list-style-type: none"> • moving stock • lifting/carrying • loading/unloading • working at heights • bending and twisting • using mechanical aids • undertaking repetitious tasks. <p>An awareness of legal requirements for weight limits.</p> <p>Handling and display techniques according to:</p> <ul style="list-style-type: none"> • stock characteristics • workplace/company/store policy and procedures • legislation • government regulations • industry codes of practice.
<p>3 Prepare display labels and tickets</p>	<p>3.1 Prepare labels and tickets for window, wall or floor displays, display units or products according to store labelling and pricing policy.</p>	<p>Labels and tickets may be provided or produced:</p> <ul style="list-style-type: none"> • electronically • manually. <p>Label and ticket details may include:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • price, ingredients, use-by-date or shelf life 	<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of labels and tickets and their use including:</p> <ul style="list-style-type: none"> • shelf ticket • shelf talker • written label • swing ticket • bar code • price board • header board.

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		and nominal weight <ul style="list-style-type: none"> • recommended storage procedures • recommended intended use • nutritional information. <p><i>Store labelling and pricing policy</i> may include:</p> <ul style="list-style-type: none"> • pricing gun • shelf tickets • shelf talkers • written or electronically produced labels • bar coding • price boards • header boards. 	Information on labels and tickets including: <ul style="list-style-type: none"> • price • product detail(s) • special condition(s) • bonus/other offer(s).
	3.2 Date code stock as required.		<p>Learning experiences for the HSC must address:</p> <p>Operation, use and maintenance of labelling and ticketing equipment:</p> <ul style="list-style-type: none"> • manual • electronic. <p>Storage of labelling and ticketing equipment and materials with consideration for:</p> <ul style="list-style-type: none"> • climatic effects • OHS • stability • security • ease of access.
	3.3 Identify soiled, damaged, illegible or incorrect labels and tickets and take corrective action.		
	3.4 Identify late mark-downs and reductions and ticket according to store policy.		
	3.5 Use and maintain electronic ticketing equipment according to design specifications.		

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4 Place, arrange and display price labels and tickets	4.1 Ensure labels and tickets are visible and correctly placed on merchandise according to legislative and store requirements.		<p>Learning experiences for the HSC must address:</p> <p>Skills in preparation and placement of labels and tickets:</p> <ul style="list-style-type: none"> - manual - electronic. <p>An awareness of details that may appear on a product label including:</p> <ul style="list-style-type: none"> • Australian Product Number (APN) • name and address of vendor • description of product • ingredients • nominal weight • use-by date/best before/shelf life • recommended storage procedures • recommended intended use • nutritional information.
	4.2 Replace labels and tickets according to store policy.		
	4.3 Maintain correct pricing and clear information on products according to store procedures and legislative requirements.		<p>Learning experiences for the HSC must address:</p> <p>Workplace/company/store pricing structure including:</p> <ul style="list-style-type: none"> • pricing procedures <ul style="list-style-type: none"> - inclusion/exclusion of Goods and Services Tax (GST) - price lists • sales reductions • discounted items/markdowns. <p>Correct placement of pricing and information on merchandise according to:</p> <ul style="list-style-type: none"> • workplace/company/store policy and procedures • industry codes of practice • government regulations.
5 Maintain food displays	5.1 Reset and dismantle special promotion areas.		<p>Learning experiences for the HSC must address:</p> <p>Knowledge of a range of store promotional themes including:</p>

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			<ul style="list-style-type: none"> • advertising • catalogues • special offers.
	5.2 Select food items for display as required.		
	5.3 Arrange products as directed and according to layout specifications, load-bearing and load limit capacity of fixtures and display or storage units.	<p>Load-bearing and load limit capacity may include:</p> <ul style="list-style-type: none"> • weight-bearing capacity • temperature maintenance. 	
	5.4 Identify, reset or remove unsuitable or out-of-date displays as directed.		<p>Learning experiences for the HSC must address: Workplace/company/store scheduling for rotating displays.</p>
	5.5 Identify optimum stock levels and replenish stock according to store policy.		<p>Learning experiences for the HSC must address: Workplace/company/store policy and procedures for maintaining/replenishing stock levels.</p>
	5.6 Maintain display areas in a clean and tidy manner.		<p>Learning experiences for the HSC must address: Housekeeping practices with proper consideration of the environment and OHS.</p> <p>An awareness of housekeeping practices including:</p> <ul style="list-style-type: none"> • cleaning • tidying • hygiene/sanitation • containment of loose stock. <p>An understanding of OHS guidelines and regulations relating to cleaning agents, chemicals/hazardous substances and cleaning equipment.</p>
	5.7 Remove excess packaging from display areas.		<p>Learning experiences for the HSC must address: Environmental considerations for dealing with waste including:</p>

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			<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. <p>Knowledge of workplace/company/store policy and procedures for waste disposal.</p>
6 Protect food items	<p>6.1 Identify and use correct handling, storage and display techniques according to food characteristics and legislative requirements.</p> <p>6.2 Change food handling implements when handling different products according to legislative requirements and store procedures.</p> <p>6.3 Identify and use implements for handling products according to legislative requirements and store policy.</p> <p>6.4 Regularly change medium in which serving equipment is stored, to prevent contamination.</p> <p>6.5 Wrap and package products to prevent <i>deterioration</i> according to legislative requirements and store procedures.</p>	<p><i>Deterioration</i> of product may include:</p> <ul style="list-style-type: none"> • contamination • product life or use-by date • crushing • over heating • drying out. 	<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>Learning experiences for the HSC must address:</p> <p>Techniques for handling a range of food products to prevent deterioration including:</p> <ul style="list-style-type: none"> • contamination • adulteration • staling • crushing • drying out • sweating.

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	6.6 Identify fragile or expensive stock and handle with extra care to prevent damage or deterioration.		
	6.7 Identify and maintain correct temperatures for menu items according to legislative requirements and store procedures.		<p>Learning experiences for the HSC must address:</p> <p>Awareness of appropriate temperatures for storage of fast food products with consideration for:</p> <ul style="list-style-type: none"> • HACCP • ingredients/high risk products • optimum taste • length of storage.
	6.8 Maintain and clean work areas, storage areas and display units according to store procedures.		
	6.9 Regularly check storage and display units to ensure products are kept at recommended temperatures.		
	6.10 Report temperature irregularities to <i>appropriate personnel</i> without delay.	<p><i>Appropriate personnel</i> may include:</p> <ul style="list-style-type: none"> • team leader • supervisor • manager. 	<p>Learning experiences for the HSC must address:</p> <p>Records including:</p> <ul style="list-style-type: none"> • formal/informal • written/verbal. <p>Appropriate personnel including:</p> <ul style="list-style-type: none"> • colleague • supervisor/team leader • manager • supplier/wholesaler/manufacture.