

SIT - Tourism, Travel and Hospitality Training Package

SIT20316 - Certificate II in Hospitality
(Food and Beverage)

Unit

SITXFSA001

Use hygienic practices for food safety

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STUDENT/TRAINEE DETAILS

Student/Trainee Name

Student/Trainee Email

Teacher / Trainer Name

School / Institution / Training Organisation / Employer

TABLE OF CONTENTS

Introduction	Page 5	
Unit of Competency Overview	Page 8	
Section One <i>Follow hygiene procedures and identify food hazards</i>	Page 9	<u>(Student/Trainee Manual Page 9)</u>
Section Two <i>Report any personal health issues</i>	Page 30	<u>(Student/Trainee Manual Page 27)</u>
Section Three <i>Prevent food contamination</i>	Page 40	<u>(Student/Trainee Manual Page 37)</u>
Section Four <i>Prevent cross-contamination by washing hands</i>	Page 63	<u>(Student/Trainee Manual Page 58)</u>
Self Assessment	Page 69	<u>(Student/Trainee Manual Page 63)</u>

INTRODUCTION

This manual is developed to provide training content that addresses the specific 'Unit of Competency' as outlined on the following pages.

It provides the teacher and/or trainer with a document that includes all that the student and/or trainee manual content plus guidance notes as well as answers to the learning activities in the student/trainee manual.

This manual can be packaged with various manuals addressing other 'Units of Competency' in order to meet the 'Packaging Rules' of a particular Australian Training Package Qualification.

This resource has been designed to be delivered in a form that is conducive to the learning environment including:

- ☆ Online delivery
- ☆ Classroom delivery
- ☆ On the job training

The documents are designed in a 'landscape' format in order to make reading on a computer screen easier as well as reduces the need to scroll down pages. Documents can be easily printed if the learning environment requires the student or trainee to have hard copies of the learning materials.

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INTRODUCTION—CONT'D**LEARNING ACTIVITIES**

The learning activities in the student and/or trainee manuals are 'Form Enabled' so that if the resources delivered online, the activities can be filled in using the computer keyboard.

Each learning activity is identified with the following icon.



**Learning
Activity**

Learning activities come in the following forms.

- ☆ Questions
- ☆ Research
- ☆ Tasks
- ☆ Interviews

Questions

Questions would relate to the information presented on previous pages.

Research

This type of learning activity would require the student or trainee to locate information by using research methods. The information they would be required to locate would be in line and/or support the information that the manual had outlined in previous pages.

INTRODUCTION—CONT'D

SAMPLE SAMPLE

Tasks

This learning activity type would require the student/trainee to actually do or undertake something and would be reinforcing the knowledge they have gained from reading the manual's previous pages.

Interviews

This learning activity type would require the student/trainee to interview person(s) in an actual workplace environment or a person(s) who are experienced in the industry sector which the student/trainee is currently undergoing training.

The student/trainee is made aware of the type of learning activity by noting the learning activity type displayed under the learning activity icon.

Learning
Activity

Research

SELF ASSESSMENT

At the end of each manual is a series of questions that the student/trainee should review and answer.

This self assessment is to ensure in the student's or trainee's mind that they have reviewed and understood the information that was presented in their manual.

The questions in the 'Self Assessment' section are questions that align with the 'Unit of Competency—Required Knowledge'.

If they are unsure of their understanding in any of the topics reviewed, they are encouraged to go back and review the information again and/or seek the assistance of their teacher or trainer.

UNIT OF COMPETENCY OVERVIEW

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The following pages are extracts from Training.gov.au website and outlines this specific 'Unit of Competency' including the 'Elements' and the 'Performance Criteria'. The content within this manual has been developed to address this unit.

SITXFSA001 - USE HYGIENIC PRACTICES FOR FOOD SAFETY

ELEMENT	PERFORMANCE CRITERIA
1. Follow hygiene procedures and identify food hazards	1.1.Follow organisational hygiene procedures 1.2.Report unsafe practices that breach hygiene procedures promptly 1.3.Identify food hazards that may affect the health and safety of customers, colleagues and self 1.4.Remove or minimise the hygiene hazard and report as appropriate for follow-up
2. Report any personal health issues	2.1.Report personal health issues likely to cause a hygiene risk 2.2.Report incidents of food contamination resulting from personal health issues 2.3.Cease participation in food handling activities where own health issue may cause food contamination
3. Prevent food contamination	3.1.Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings 3.2.Prevent food contamination from clothing and other items worn 3.3.Prevent unnecessary direct contact with ready to eat food 3.4.Ensure hygienic personal contact with food and food contact surfaces 3.5.Use hygienic cleaning practices that prevent food-borne illnesses
4. Prevent cross-contamination by washing hands	4.1.Wash hands at appropriate times and follow hand washing procedures consistently 4.2.Wash hands using appropriate facilities

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Section One

Follow Hygiene Procedures and Identify Food Hazards

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USE HYGIENIC PRACTICES FOR FOOD SAFETY

SECTION ONE—FOLLOW HYGIENE PROCEDURES AND IDENTIFY FOOD HAZARDS

INTRODUCTION

The need to provide and maintain a healthy and safe working environment is not only the responsibility of the management, it requires the efforts of everyone in the operation.

Bad workplace hygiene practises can have a devastating effect on the moral of the employees, destroy the reputation of the business, as well as expose the operation to legal action.

This section will review the main areas of workplace hygiene and workplace practises to support workplace hygiene.

SECTION LEARNING OBJECTIVES

At the completion of this section you will learn information relating to:

- ☆ Following organisational hygiene procedures
- ☆ Reporting unsafe practices that breach hygiene procedures promptly
- ☆ Identifying food hazards that may affect the health and safety of customers, colleagues and self
- ☆ Removing or minimising the hygiene hazard and reporting as appropriate for follow-up

FOLLOW ORGANISATIONAL HYGIENE PROCEDURES

Organisational procedures in a workplace are those that are generally related to the compliance of laws and regulations, in this case food safety.

Food safety laws in Australia are based on the Australia New Zealand Food Standards Code (ANZFSC) which became the uniform Code governing both countries. The Food Standards Code is divided into 4 chapters. Chapter 3 – Food Safety only applies in Australia.



It states:

This Standard is based upon the principle that food safety is best ensured through the identification and control of hazards in the production, manufacturing and handling of food as described in the Hazard Analysis and Critical Control Point (HACCP) system, adopted by the joint WHO/FAO Codex Alimentarius Commission, rather than relying on end product standards alone. This standard enables States and Territories to require food businesses to implement a food safety program based upon the HACCP concepts. The food safety program is to be implemented and reviewed by the food business and is subject to periodic audit by a suitably qualified food safety auditor.

It is up to the State and local governments to enforce the standards through their own laws.

In addition to the Food Standards Code, the State laws require food to be:

- ☆ Produced or prepared properly and safely
- ☆ Unadulterated (changed, diluted)
- ☆ Accurately labelled or described
- ☆ Handled using approved hygienic procedures

Each State Parliament has the power to pass legislation on any Food Safety matter, as long as they do not contradict existing Federal laws.

Each State and Territory has adopted the Food Standards Code by enacting their own legislation. Even though the Australian Food Standards Council has been set up under Commonwealth Acts, it is the function of the State to administer and enforce the provisions of their own Food Acts. Each State has its own regulatory system for enforcing laws, codes, regulations, by-laws and ordinances.



FOOD SAFETY PLANS

As part of a business registration requirements any operation handling, preparing and serving/selling food will be required to have a 'food safety plan' in place as part of their overall organisational procedures.

The basic food safety plan has generally six parts to it:

- ☆ The type(s) of food being handled, prepared and served or sold
- ☆ Storage details
- ☆ How the food is handled, prepared and served or sold (Processes)
- ☆ Hazard identification and control (HACCP)
- ☆ Monitoring procedures
- ☆ Record keeping

Hazard Analysis Critical Control Points (HACCP) is a system developed to deal with potential hazards in all areas of food processing/preparation and to ensure maximum safety of all food products. It is a system where the operation looks at all aspects of its food handling, preparation, serving or selling or transport and determine what potential safety hazard there could be and how it would be controlled.

It is not mandatory by law to implement the HACCP system; however it does provide a quality control system that meets many of the necessary requirements enforceable by law. Depending on the size of the operation, it could be anywhere from a very simple flow chart to a very complex risk management document.

In addition to the six main parts of a food safety plan, additional information is often included that includes:

- ☆ Maintenance programs (food storage, preparation and transporting equipment)
- ☆ Cleaning and sanitation programs
- ☆ Pest control program
- ☆ Personal hygiene program
- ☆ Staff training program



LEGAL OBLIGATIONS

The final legal responsibility regarding workplace hygiene lies with the owner/management of the operation or establishment.

The management/owner must then ensure that the operation, including the staff, comply with all regulations. Training is one of the most important factors in ensuring full compliance. All food handlers must be aware of the legal responsibilities.

Staff need to fully understand:

- ☆ Food contamination, bacteria and other food spoilage agents, food poisoning, food spoilage, factors affecting growth of micro-organisms, high-risk foods.
- ☆ People as a source of contamination, keeping the body clean, hand washing, good and poor personal habits, illness and the likely hazards to food, hair and other hygienic hazards, hygienic use of toilets and dressing rooms, legislation.
- ☆ Cross contamination, food poisoning chain, handling foods and utensils correctly, storage requirements, re-heating, freezing and defrosting, Bain maries, microwaves, food poisoning-occurrence and prevention.
- ☆ Waste disposal, storage and washing of utensils, types of cleaners and sanitisers, methods of cleaning, selection of cleaners to match the tasks, safe use of cleaners and sanitisers, monitoring hygiene and sanitation, pest control and foreign objects.

So following organisational procedures when it comes to food safety is not only ensuring the health and safety of the public and staff, but also ensuring that the operation is complying with the food safety laws and regulations.

As a staff member in a business handling food, you would need to learn what role you play in ensuring that the operation maintains the highest level of food safety. In the following pages we look at what the basic requirements of food handling are.

**Learning
Activity**

Research

LEARNING ACTIVITY ONE

In this Section we mentioned that each State and Territory administers and enforces food safety laws and regulations. In this activity we want you to do some research and locate the government agency in your area that administers and enforces food safety laws and regulations.

TEACHER/TRAINER GUIDANCE NOTES

This activity will have the student or trainee locate a good source of food safety information that can be used in the future as reference.

**Learning
Activity**

Question

LEARNING ACTIVITY TWO

In this Section we mentioned eleven parts to a Food Safety Plan. What were those eleven parts?

SAMPLE SAMPLE

TEACHER/TRAINER GUIDANCE NOTES

- 1) The type(s) of food being handled, prepared and served or sold
- 2) Storage details
- 3) How the food is handled, prepared and served or sold (Processes)
- 4) Hazard identification and control (HACCP)
- 5) Monitoring procedures
- 6) Record keeping
- 7) Maintenance programs (food storage, preparation and transporting equipment)
- 8) Cleaning and sanitation programs
- 9) Pest control program
- 10) Personal hygiene program
- 11) Staff training program

**Learning
Activity**

Task

LEARNING ACTIVITY THREE

In this Section we mentioned four main areas that staff need to fully understand. In your own words, summarise those four areas below.

SAMPLE SAMPLE

TEACHER/TRAINER GUIDANCE NOTES

The summaries should include details as outlined in this section and as reviewed below.

- ☆ Food contamination, bacteria and other food spoilage agents, food poisoning, food spoilage, factors affecting growth of micro-organisms, high-risk foods.
- ☆ People as a source of contamination, keeping the body clean, hand washing, good and poor personal habits, illness and the likely hazards to food, hair and other hygienic hazards, hygienic use of toilets and dressing rooms, legislation.
- ☆ Cross contamination, food poisoning chain, handling foods and utensils correctly, storage requirements, re-heating, freezing and defrosting, Bain maries, microwaves, food poisoning-occurrence and prevention.
- ☆ Waste disposal, storage and washing of utensils, types of cleaners and sanitisers, methods of cleaning, selection of cleaners to match the tasks, safe use of cleaners and sanitisers, monitoring hygiene and sanitation, pest control and foreign objects.

Hygienic Procedures

Breach

REPORT UNSAFE PRACTICES THAT BREACH HYGIENE PROCEDURES PROMPTLY

Over the last few pages we look at information that clearly showed that unsafe food handling is not only a consumer issue, but also a legal issue.

Before we move on we should define a couple of terms.

First the term 'hygiene'.

The simple definition is:

“Practices and conditions that ensure the health of individuals and prevent disease.”

So food safety relies heavily on the operation and those working within the operation adhere to hygienic work practices.

We learned that it is generally a requirement that all operations handling food have a food safety plan in place and that would include the procedures that all staff would need to follow in order to comply with food safety laws and regulations.

These food safety plans would clearly outline what is required of the staff when it came to performing their work in a safe and hygienic manner. No doing so would basically be a 'breach' of not only the organisational requirements, but also could be a breach of some of food safety laws and regulations.

The next term we want to define is 'breach'.

The simple definition is:

“An act of breaking or failing to observe a law, agreement, or code of conduct .”

So any staff performing their duties in a unsafe manner is in 'breach' of organisational policies and procedures and very likely, the law.



REPORTING UNSAFE PRACTICES

It is the responsibility of any staff member to report any unsafe work practices that they may observe that clearly breach organisational hygienic procedures.

Those breaches could include:

- ☆ Being asked to participate in unhygienic work practices by a supervisor or fellow staff member
- ☆ Food handling practices that may result in the contamination of food (we learn more about this later)
- ☆ Seeing others ignoring hygiene signage
- ☆ Seeing others using unhygienic work practices
- ☆ Practices inconsistent with organisational food safety plan
- ☆ Person handling food with poor personal hygiene (we learn more about this later)
- ☆ Improper cleaning practices
- ☆ Using of broken or malfunctioning food preparation and/or storage equipment

Reports should be made to your supervisor or the owner of the business. As a safe guard you may want to make a written note of when you reported the unsafe work practice, to whom, as well as a description of the unsafe work practice.

By law it is up to the supervisor or owner to investigate the unsafe work practices and rectify the problem.

Although not an unsafe work practice, lack of hygienic procedure training can lead to unsafe work practices. If there is a lack of basic hygiene procedure training in the operation, you may want to suggest that the reasons for the unsafe workplaces being reported, could be because the lack of basic hygiene training.

**Learning
Activity**

Question

SAMPLE SAMPLE

LEARNING ACTIVITY FOUR

In this Section we mentioned eight potential breaches of hygienic procedures. What were those eight breaches?

SAMPLE SAMPLE

TEACHER/TRAINER GUIDANCE NOTES

- 1) Being asked to participate in unhygienic work practices by a supervisor or fellow staff member
- 2) Food handling practices that may result in the contamination of food
- 3) Seeing others ignoring hygiene signage
- 4) Seeing others using unhygienic work practices
- 5) Practices inconsistent with organisational food safety plan
- 6) Person handling food with poor personal hygiene
- 7) Improper cleaning practices
- 8) Using of broken or malfunctioning food preparation and/or storage equipment

**IDENTIFY FOOD HAZARDS THAT MAY AFFECT THE HEALTH AND SAFETY OF CUSTOMERS, COLLEAGUES AND SELF
AND
REMOVE OR MINIMISE THE HYGIENE HAZARD AND REPORT AS APPROPRIATE FOR FOLLOW-UP**

(Over the next few pages we cover two 'Performance Criteria' points at the same time to avoid repetition)

Earlier in this section we mention a system called Hazard Analysis Critical Control Points (HACCP).

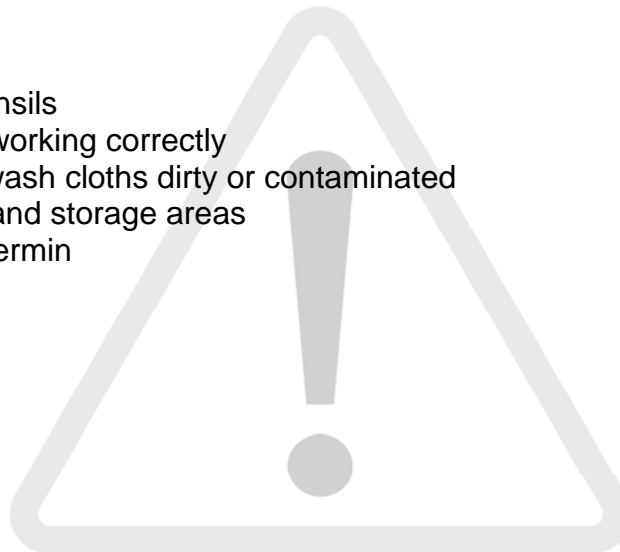
In simple terms, it is a system or procedure that an operation will put in place to identify food safety hazards and then develop methods in which to either eliminate, or control those hazards.

We also mentioned that the HACCP system can vary in complexity, depending on the size of the operation.

The first most important part of any food hazard control plan is the identification of the hazard and this is where the staff plays a very important role in maintaining the highest level of food safety in the operation.

Below is a list of the more common food hazards that a staff member should report if encountered:

- ☆ Staff not following good hygiene practices, policies and procedures
- ☆ Contaminated food
- ☆ Contaminated garbage
- ☆ Dust in the air
- ☆ Dirty equipment and utensils
- ☆ Storage equipment not working correctly
- ☆ Linens, tea towels and wash cloths dirty or contaminated
- ☆ Dirty toilets, staffrooms and storage areas
- ☆ Evidence of insects or vermin





REMOVE OR MINIMISE THE HYGIENE HAZARD

Food hazards such as those involving storage or preparation equipment would need to be reported and addressed by the business owner. It often involves equipment repair or servicing, which is beyond the capabilities of most staff members.

Other food hazards, such as infestation of pests would require a qualified pest control person.

There are many food hazards that are generally considered hygienic hazards. These often can be eliminated or minimised by staff members.

These would include:

- ☆ Replenishing hand soaps
- ☆ Disposing of waste properly
- ☆ Removing soiled and contaminated linens, tea towels or washing cloths
- ☆ Removing and disposing of contaminated or spoiled food
- ☆ Keeping your own work area and utensils clean and sanitised

Some other hygienic hazards may require the efforts of other staff members to eliminate or minimise and these could include:

- ☆ Keeping staff amenities clean
- ☆ Hygiene procedure training
- ☆ Confronting staff using unsafe hygienic work practices

Of most importance are those hygienic hazards that have a high biological risk. These include:

- ☆ Staff working that are ill
- ☆ Staff working with open cuts or skin infections
- ☆ Items such as tea towels or linens contaminated with blood, faeces or vomit

Sick or injured staff members would need to be reported and dealt with by the supervisor or business owner. Contaminated linens, tea towels or washing cloths posing a biological risk would need to be separated into special receptacles away from food storage as well as preparation areas and sent out for proper cleaning.

**Learning
Activity**

Question

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LEARNING ACTIVITY FIVE

What were the nine common food hazards that we mentioned in this Section?

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TEACHER/TRAINER GUIDANCE NOTES

- 1) Staff not following good hygiene practices, policies and procedures
- 2) Contaminated food
- 3) Contaminated garbage
- 4) Dust in the air
- 5) Dirty equipment and utensils
- 6) Storage equipment not working correctly
- 7) Linens, tea towels and wash cloths dirty or contaminated
- 8) Dirty toilets, staffrooms and storage areas
- 9) Evidence of insects or vermin

**Learning
Activity**

Question

LEARNING ACTIVITY SIX

There are many food hazards that are generally considered hygienic hazards. These often can be eliminated, or minimised by staff members. We mention five examples. What were those five examples?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Replenishing hand soaps
- 2) Disposing of waste properly
- 3) Removing soiled and contaminated linens, tea towels or washing cloths
- 4) Removing and disposing of contaminated or spoiled food
- 5) Keeping your own work area and utensils clean and sanitised

**Learning
Activity**

Question

LEARNING ACTIVITY SEVEN

Some other hygienic hazards may require the efforts of other staff members to eliminate, or minimise. We mentioned three examples. What were those three examples?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Keeping staff amenities clean
- 2) Hygiene procedure training
- 3) Confronting staff using unsafe hygienic work practices

SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY EIGHT

Of most importance are those hygienic hazards that have a high biological risk. We mentioned three examples. What were those three examples?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Staff working that are ill
- 2) Staff working with open cuts or skin infections
- 3) Items such as tea towels or linens contaminated with blood, faeces or vomit

Section Two

Report Any Personal Health Issues

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USE HYGIENIC PRACTICES FOR FOOD SAFETY

SECTION TWO—REPORT ANY PERSONAL HEALTH ISSUES

INTRODUCTION

The management of a food operation must ensure that the staff are well aware of their responsibilities regarding workplace hygiene. All employees in the hospitality and retail food industry have a responsibility to maintain their own personal health and hygiene.

Should there be health issues on the part of any staff member, these need to be addressed before any food contamination occurs.

In this section we look at these topics.

SECTION LEARNING OBJECTIVES

At the completion of this section you will learn information relating to:

- ☆ Reporting personal health issues likely to cause a hygiene risk
- ☆ Reporting incidents of food contamination resulting from personal health issues
- ☆ Ceasing participation in food handling activities where own health issue may cause food contamination



REPORT PERSONAL HEALTH ISSUES LIKELY TO CAUSE A HYGIENE RISK

AND

REPORT INCIDENTS OF FOOD CONTAMINATION RESULTING FROM PERSONAL HEALTH ISSUES

(Over the next few pages we cover two Performance Criteria' points at the same time to avoid repetition)

Having a food handler come to work when they are ill, is one of the easiest ways to spread foodborne disease and the most frequent cause. Ill food handlers transmit a variety of foodborne illnesses including the Norwalk-like viruses, Hepatitis A virus and bacterial foodborne bugs such as Shigella, or Salmonella.

HEALTH ISSUES

If a food handler is directly or indirectly exposed to a transmittable virus, it must be reported immediately to the manager or supervisor.

All viruses are easily transferred to foods and are considered to be severe health hazards. The food worker may need to be excluded from work, or be assigned to restricted activities having no direct food contact.

A staff member should report to their supervisor or manager if they are experiencing the following:

- ☆ Vomiting
- ☆ Diarrhoea
- ☆ A fever
- ☆ Sore throat with a fever
- ☆ Discharge from their nose
- ☆ Persistent coughing or sneezing

A staff member should report to their supervisor or manager if after visiting a doctor, have been diagnosed as having, or carrying a food-borne illness.

Staff diagnosed with a transmittable disease should not handle exposed food, have contact with clean equipment, utensils, linens, or unwrapped single-service utensils.



REPORT INCIDENTS OF FOOD CONTAMINATION

It is the responsibility of all food handlers to promptly report any incidents that may have occurred that could have contaminated food.

This not only means the staff member who may have contaminated the food, but also those staff members that may have observed others possibility contaminating food.

Incidents could include:

- ☆ Sneezing or coughing directly on food
- ☆ Having cut oneself and bleeding on the food
- ☆ Knowing that a staff member has not properly washed after returning from the toilet
- ☆ Using a utensil more than once to taste food

Reporting any incidents to the supervisor or manager would generally result in the food being disposed of and possibly lead to cleaning and sanitising of food preparation surfaces, utensils and equipment.

**Learning
Activity**

Research

LEARNING ACTIVITY ONE

In this Section we mentioned four common food borne illnesses that are commonly transmitted by food handlers. We have listed those below and on the next page. Under each tell us what causes these illnesses, from a food handling point of view.

Norwalk-like viruses**Hepatitis A virus****Shigella**

Salmonella

TEACHER/TRAINER GUIDANCE NOTES

Norwalk-like viruses—It is found in the vomit and stool of infected food handlers. You can get it by eating food or drinking liquids that are contaminated with Norwalk-like viruses or touching surfaces or objects with Norwalk-like viruses on them and then putting your hand or fingers in your mouth.

Hepatitis A virus—The virus is spread when it enters the mouth, which can happen when hands, foods or other items are contaminated with the faeces of a person with hepatitis A.

Shigella—This is a bacteria that is excreted (passed) in faeces. If an infected person does not wash their hands after going to the toilet, the bacteria can be spread if they touch objects and surfaces that will be touched by other people, or handle food that may be eaten by other people.

Salmonella—This is a bacteria that is caused by bad personal hygiene of a food handler, such as no hand washing after visiting the toilet.

**Learning
Activity**

Question

LEARNING ACTIVITY TWO

A staff member should report to their supervisor or manager if they are experiencing what six health issues?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Vomiting
- 2) Diarrhoea
- 3) A fever
- 4) Sore throat with a fever
- 5) Discharge from their nose
- 6) Persistent coughing or sneezing

**Learning
Activity**

Question

LEARNING ACTIVITY THREE

What four examples of food contamination incidents did we mention in this Section?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Sneezing or coughing directly on food
- 2) Having cut oneself and bleeding on the food
- 3) Knowing that a staff member has not properly washed after returning from the toilet
- 4) Using a utensil more than once to taste food



CEASE PARTICIPATION IN FOOD HANDLING ACTIVITIES WHERE OWN HEALTH ISSUE MAY CAUSE FOOD CONTAMINATION

When reporting any personal health issues it will likely lead to the staff member being asked not to participate in any food handling activities until the health issues have been resolved.

The supervisor and the business manager have a responsibility to protect the health and safety of the customers as well as staff, so it would be the responsibility of the staff member to abide by the directions of the supervisor and the business manager and to cease handling food.

Depending on the seriousness of the health issues, it may involve the staff member working in activities that do not involve any handling of food, as well as to stay away from food storage and preparation areas.

It may even involve the staff member taking some time off work until the symptoms of the health issue are not evident.

In more serious cases, it may require a written medical clearance from a doctor before being allowed to handle food.

**Learning
Activity**

Question

LEARNING ACTIVITY FOUR

When reporting any personal health issues it will likely lead to the staff member being asked not to participate in any food handling activities until the health issues have been resolved. What three options does the supervisor or manager have regarding when to ask a food handler to cease handling food?

TEACHER/TRAINER GUIDANCE NOTES

- 1) It may involve the staff member working in activities that do not involve any handling of food, as well as stay away from food storage and preparation areas
- 2) It may involve the staff member taking some time off work until the symptoms of the health issues are not evident
- 3) In more serious cases, it may require a written medical clearance from a doctor before being allowed to handle food

Section Three

Prevent Food Contamination

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USE HYGIENIC PRACTICES FOR FOOD SAFETY

SECTION THREE—PREVENT FOOD CONTAMINATION

INTRODUCTION

As we have mentioned earlier, the staff in an operation that handles food have the responsibility to perform their duties in a hygienic and safe manner.

In this section we look at the basics of wearing proper clothing including protective wear, how to prevent food contamination as well as basic hygienic cleaning information.

SECTION LEARNING OBJECTIVES

At the completion of this section you will learn information relating to:

- ☆ Maintaining clean clothes, wearing required personal protective clothing and only using organisational approved bandages and dressings
- ☆ Preventing food contamination from clothing and other items worn
- ☆ Preventing unnecessary direct contact with ready to eat food
- ☆ Ensuring hygienic personal contact with food and food contact surfaces
- ☆ Using hygienic cleaning practices that prevent food-borne illnesses



MAINTAIN CLEAN CLOTHES, WEAR REQUIRED PERSONAL PROTECTIVE CLOTHING, AND ONLY USE ORGANISATION – APPROVED BANDAGES AND DRESSINGS

AND

PREVENT FOOD CONTAMINATION FROM CLOTHING AND OTHER ITEMS WORN

(Over the next few pages we cover two Performance Criteria' points at the same time to avoid repetition)

Many companies have dress codes in place that require employees to dress in accordance with policies. In these cases an employee would need to ensure that the clothes worn (even though may be within the policy guidelines) are clean, pressed and properly maintained. Dirty, torn and smelly clothes can have the same effect on image, as does inappropriate dressing.

In the food industry it is common for operators to issue uniforms. There are duties, for example in a kitchen, where uniforms are only worn once before requiring cleaning. In cases such as these, the staff member would likely be given several complete sets of uniforms. In the food service functions, staff are required to change at work. Due to health and safety regulations relating to safe food handling and preparation, staff are not allowed to wear their uniform to and from work.

In many food businesses, employees would receive an allowance to pay for dry cleaning of the uniform. Other machine or hand washable items would be the responsibility of the employee.

In smaller operations, the staff may be required to provide their own clothing. These would still need to be cleaned and maintained.

When in the kitchen, food handlers should avoid touching their clothes or aprons while handling food. They should wipe their hands on clean cooks' towels and wash hands.

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JEWELLERY

There are two issues relating to jewellery and clothing accessories:

- ☆ Health and safety
- ☆ Image

The most acceptable jewellery within the food industry is a wedding band or engagement ring, plain stud earrings and a wristwatch.

What are generally not acceptable are:

- ☆ Loose and dangling earrings
- ☆ Bracelets
- ☆ Necklaces
- ☆ Rings with stones or settings



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Jewellery can become a health and safety hazard. Pieces of jewellery can fall into food being prepared or served, leading to the embarrassment of the establishment, or worse – legal action.

Bracelets, necklaces and other jewellery items can get caught in kitchen or cleaning equipment causing severe injury to the employee.

Certain jewellery can capture and retain bacteria that can be transferred into food being prepared and served.

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FOOTWEAR

In the food industry footwear would have to be one of the most important pieces of clothing.

The greater percentage of staff are required to be on their feet for long hours. Footwear must not only meet the dress codes, but also be comfortable.

Kitchen staff would require non-slip shoes, low heels, have arch support and be fully enclosed to protect the foot. Thongs, sandals, runners or work boots are not recommended and normally unacceptable. Clogs are acceptable as they protect the foot and are comfortable. Clogs are quite common in the kitchen. Comfort is extremely important as most kitchen staff are on their feet for an entire shift.



In the kitchen, the foot must be protected against hot food or liquids that may fall, as well as sharp or heavy utensils and equipment.

Many foot specialists recommend that you have two pair of shoes and alternate each day. The shoes not worn should be sprayed with anti-bacteria shoe spray or powder. This prevents the build-up of bacteria that causes foot odours and ailments.

Shoes should also be leather and not made of synthetic materials. Leather allows the shoe to breathe, avoiding the build up of sweat in the shoe.

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PERSONAL PROTECTIVE CLOTHING

We mentioned wearing proper footwear not just for comfort, but also to protect feet from sharp and heavy items, as well as hot foods.

Other protective clothing would include:

- ☆ Disposable gloves for general food handling
- ☆ Gloves designed to handle hot and frozen items
- ☆ Hats and caps to reduce sweating and prevent hair from falling into the food
- ☆ Aprons for protection against heat, hot foods and liquids
- ☆ Eye protection for some types of food preparation where splashing or spitting of oils or liquids is a risk



Those staff members involved in cleaning tasks may also require face masks, face shields, rubber aprons and gloves designed for chemical use.

With all types of protective clothing it is important they fit properly.

Disposable gloves should be changed each time the hands are washed, or the staff member has handled some items such as rubbish, money and other potentially contaminating items.

Protective clothing used for cleaning should never be used when handling food.

Storage of protective clothing used for cleaning, such as gloves or aprons, must be cleaned and stored away from any food storage areas or food preparation areas.



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USE ORGANISATION – APPROVED BANDAGES AND DRESSINGS

Infected wounds, cuts, pimples, and lesions on the hands, face, or arms that may be draining blood, fluid, or pus must be reported to the manager.

Staphylococcus aureus bacteria are often found in these sites and can be transmitted to food inadvertently. Exposed areas of arms, wrists, and forearms that contain infected wounds should be completely covered by a dry, tight-fitting, impermeable bandage.

Cuts or burns on the food handler's hands must be thoroughly bandaged and covered with a clean disposable glove.

There are bandages and dressings designed specifically for food handling staff.

Bandages are blue in colour to identify them as food safety approved. They are sterilised when packaged and are waterproof.

They are also blue in colour so that should they slip off they are easily found, especially if they fall into food. There are very few food items that are naturally blue, so they would easily be noticed.

**Learning
Activity**

Question

LEARNING ACTIVITY ONE

What are the two reasons why a food handling operation would want their staff to wear clean and well maintained clothing?

TEACHER/TRAINER GUIDANCE NOTES

- 1) It helps with the image of the operation as being a clean and professional operation
- 2) Clean and well maintained clothing ensures that the clothing is not a source of food contamination

**Learning
Activity**

Question

LEARNING ACTIVITY TWO

What four types of jewellery are generally unacceptable to be worn in a food handling operation?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Loose and dangling earrings
- 2) Bracelets
- 3) Necklaces
- 4) Rings with stones or settings

SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY THREE

What are the characteristics of proper footwear that should be worn in a food handling operation, including what they are made of and why?

TEACHER/TRAINER GUIDANCE NOTES

Kitchen staff would require non-slip shoes, low heels, have arch support and be fully enclosed to protect the foot. Shoes should also be leather and not made of synthetic materials. Leather allows the shoe to breathe, avoiding the build up of sweat in the shoe.

SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY FOUR

Aside from footwear, what were the five other basic personal protective clothing worn in a food handling operation?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Disposal gloves
- 2) Gloves for hot and frozen items
- 3) Hats and caps
- 4) Aprons
- 5) Eye protection

**Learning
Activity**

Question

LEARNING ACTIVITY FIVE

What is the important thing to remember about protective clothing worn for cleaning tasks?

TEACHER/TRAINER GUIDANCE NOTES

Protective clothing used for cleaning should never be used when handling food. Storage of protective clothing used for cleaning such as gloves or aprons, must be cleaned and stored away from any food storage areas or food preparation areas.

SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY SIX

What are the three basic characteristics of bandages used in a food handling operation?

TEACHER/TRAINER GUIDANCE NOTES

They are waterproof, sterile and blue coloured.

**Learning
Activity**

Question

LEARNING ACTIVITY SEVEN

Why are bandages used in a food handling operation blue coloured?

TEACHER/TRAINER GUIDANCE NOTES

So they are easier to see if they fall off and into food items.

SAMPLE SAMPLE

PREVENT UNNECESSARY DIRECT CONTACT WITH READY TO EAT FOOD

Ready to eat food basically refers to food that has been prepared and awaiting to be sold or served to a customer.

Any direct contact with food (using hands) poses a contamination risk so the less food handlers directly touch the food, the lower the contamination risk.

Wearing gloves does help, except there may be a wide variety of ready to eat foods, which could mean a constant change of gloves.

To avoid unnecessary direct contact with ready to eat food, a food handler (or server) could use food tongs, serving spoons, or serving spatulas.

There is still a potential cross contamination risk using serving utensils.

It is recommended that serving utensils used to handle a specific type of ready to eat food, not be used to handle another type.

In some catering situations, the chef will place ready to eat food items on a tray and the food service staff will walk through the function with trays of ready to eat food items. In these cases, the serving staff would have no need to have direct contact with the food, as the food would be picked up by the guests themselves.



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**Learning
Activity**

Question

LEARNING ACTIVITY EIGHT

How would you avoid having direct contact with ready to eat food items?

TEACHER/TRAINER GUIDANCE NOTES

To avoid unnecessary direct contact with ready to eat food, a food handler (or server) could use food tongs, serving spoons, or serving spatulas.

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ENSURE HYGIENIC PERSONAL CONTACT WITH FOOD AND FOOD CONTACT SURFACES AND USE HYGIENIC CLEANING PRACTICES THAT PREVENT FOOD-BORNE ILLNESSES

(Over the next few pages we cover two Performance Criteria' points at the same time to avoid repetition)

We should by now know what it means to use hygienic work practices in a food handling and preparation operation.

From a personal point of view you would want to ensure that you avoid unhygienic practices such as:



- ☆ Blowing your nose when handling food
- ☆ Coughing or sneezing on food, preparation surfaces and utensils
- ☆ Drinking and eating while handling food
- ☆ Tasting food with your fingers
- ☆ Touching your hair, face and other parts of your body and then touching food, preparation surfaces and utensils
- ☆ Spitting anywhere near food, preparation surfaces and utensils
- ☆ Touching wounds and then touching food, preparation surfaces and utensils
- ☆ Smoking and then touching food, preparation surfaces and utensils

We should expand on what the term 'food contact surfaces' means. These would include:



- ☆ Chopping boards
- ☆ Food containers
- ☆ Knives, cooking utensils and equipment
- ☆ Crockery, cutlery and glassware
- ☆ Pots and pans
- ☆ Sinks
- ☆ Workbenches

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In short... anything that touches food in a food preparation and service operation.



HYGIENIC CLEANING PRACTICES

As part of your attention to personal hygienic contact with food, you would need to also practice hygienic cleaning practices.

We mentioned the use of gloves several times and we should make mention that gloves, although they are essential in maintaining food safety, can also be hazardous if not used properly. When removing gloves use one glove to remove the other glove and not your hand to avoid transferring bacteria to your hand.

Many operations will colour code their gloves such as Pink for toilets, Blue for kitchen areas.

Basic hygienic cleaning practices would include:

- ☆ Never use the same chopping or cutting board for raw foods and cooked foods
- ☆ Never use the same cutting or chopping boards for fresh vegetables and raw meats
- ☆ Never use the same cutting or chopping boards for raw meat, fish and poultry

If you need to use a chopping or cutting board for another food type you should:

- ☆ Scrub them in the washing up sink, using very hot water and a good quality dishwashing liquid.
- ☆ Rinse and dry your chopping board with paper towels, as dishcloths often contain germs from hands and other food equipment and may contaminate a clean chopping board

Clean any knives with hot soapy water and always dry with a 'clean' towel or paper towel before using again on another food type.

The manufacturers of equipment will normally provide instructions on how to clean the equipment and which chemicals, if any, should be used.

Food preparation surfaces should be brushed, scraped or wiped to loosen any soil or food particles. The next step would be to do an initial hot water rinse to remove any loosened soil/food particles. This would be followed by a wash down of hot soapy water and then a rinse of hot clean water.

The surfaces would then be soaked or wiped down with a sanitising agent. Surfaces should be allowed to air dry as wiping cloths or towels can carry bacteria.



**Learning
Activity**

Question

SAMPLE SAMPLE

LEARNING ACTIVITY NINE

What were the eight unhygienic practices that must be avoided by each food handler in a food preparation and service area?

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TEACHER/TRAINER GUIDANCE NOTES

- 1) Blowing your nose when handling food
- 2) Coughing or sneezing on food, preparation surfaces and utensils
- 3) Drinking and eating while handling food
- 4) Tasting food with your fingers
- 5) Touching your hair, face and other parts of your body
- 6) Spitting anywhere near food, preparation surfaces and utensils
- 7) Touching wounds and then touching food, preparation surfaces and utensils
- 8) Smoking and then touching food, preparation surfaces and utensils

**Learning
Activity**

Question

LEARNING ACTIVITY TEN

What were the two steps that should be followed when cleaning chopping/cutting boards?

TEACHER/TRAINER GUIDANCE NOTES

- 1) Scrub them in the washing up sink, using very hot water and a good quality dishwashing liquid.
- 2) Rinse and dry your chopping board with paper towels, as dishcloths often contain germs from hands and other food equipment and may contaminate a clean chopping board

**Learning
Activity**

Question

LEARNING ACTIVITY ELEVEN

What were the six steps that should be followed when cleaning food preparation surfaces?

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TEACHER/TRAINER GUIDANCE NOTES

- 1) Food preparation surfaces should be brushed, scraped or wiped to loosen any soil or food particles
- 2) Do an initial hot water rinse to remove any loosened soil/food particles
- 3) A wash down of hot soapy water
- 4) A rinse of hot clean water
- 5) The surfaces would then be soaked or wiped down with a sanitising agent
- 6) Surfaces should be allowed to air dry, as wiping cloths or towels can carry bacteria

Section Four

Prevent Cross-Contamination by Washing Hands

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USE HYGIENIC PRACTICES FOR FOOD SAFETY

SECTION FOUR—PREVENT CROSS-CONTAMINATION BY WASHING HANDS

INTRODUCTION

When it comes to safely and hygienically handling food, the single most important task any food handler needs to perfect and do regularly, is wash their hands.

This section goes into some detail about hand washing in a food handling operation.

SECTION LEARNING OBJECTIVES

At the completion of this section you will learn information relating to:

- ☆ Washing hands at appropriate times and following hand washing procedures consistently
- ☆ Washing hands using appropriate facilities



WASH HANDS AT APPROPRIATE TIMES AND FOLLOW HAND WASHING PROCEDURES CONSISTENTLY

AND

WASH HANDS USING APPROPRIATE FACILITIES

(Over the next few pages we cover two Performance Criteria' points at the same time to avoid repetition)

The hands spread many foodborne diseases.

It could be an ill food handler that goes to the restroom and does not wash hands thoroughly after the toilet, or blows his/her nose, coughs or sneezes without a hand wash.

It could be a food handler that has touched their face, a wound, handled waste, handled raw meats or been in contact with contaminated food and does not wash their hands.

Gloves and utensils help reduce the risk, but does not completely prevent the risk of an incidental touch with bare hands.

The above examples are those where washing hands is absolutely essential. The rule is to wash your hands at every opportunity, even if you think you do not need to.

To start, it is generally a regulatory requirement that there is a sink installed in the food preparation area dedicated for the sole purpose of hand washing. This is to avoid hand washing soaps and rinse water to contaminate food that may also be rinsed or washed in the same sink.

The hand washing station would be stocked with proper disinfecting hand soap and paper towels (not cloth) and a rubbish bin with a lid for used paper towels.

Also at the hand washing station would be hand and nail scrub brushes and often a sign that explains how to properly wash your hands when handling food.

The same type of sink arrangements and sundry items would be in the staff toilets and a sign at the exit door of the toilet reminding the staff member to wash their hands before going back to work.

HAND WASHING TECHNIQUES

First of all, fingernails of food handlers should be short and without any nail polish or coatings. False fingernails should never be worn when handling food.

Follow the six steps below to wash your hands the right way every time.

- 1) **Wet** your hands with clean, running water (warm or cold), turn off the tap and apply soap
- 2) **Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, under your nails, and a ways up your wrists
- 3) **Scrub** your hands for at least 20 seconds (use a brush under the nails if needed)
- 4) **Rinse** your hands well under clean, running water
- 5) **Dry** your hands using a clean towel or air dry them
- 6) **Turn off water** using the paper towel (the tap handles can carry germs from others)



**Learning
Activity**

Task

LEARNING ACTIVITY ONE

To reinforce the hand washing steps, place the name of each step in the area provided.



1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

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TEACHER/TRAINER GUIDANCE NOTES

SELF ASSESSMENT

Self assessment is where you ask yourself certain questions to ensure you have understood what you have learned while reading this manual and completing the learning activities. This unit requires you the student or trainee at the completion of your training to have a certain level of 'Required Knowledge' in which you would be need to have acquired and in which you will be assessed on.

This self assessment section reviews this required knowledge by way of questions and if you are able to say YES to all of them you can be confident your assessment will be satisfactory.

- ☆ After reviewing these training materials do you fully understand the following:
 - 1) What it means to follow organisational hygiene procedures?
 - 2) Why you would need to promptly report unsafe practices that breach hygiene procedures?
 - 3) Why would you need to identify food hazards that may affect the health and safety of customers, colleagues and self?
 - 4) What it means to remove or minimise the hygiene hazard and report as appropriate for follow-up?
- ☆ If asked could you explain:
 - 1) Why you would need to report personal health issues likely to cause a hygiene risk?
 - 2) Also, why would you need to report incidents of food contamination resulting from personal health issues?
 - 3) When would you need to cease participation in food handling activities?
- ☆ Could you see the importance of:
 - 1) Maintaining clean clothes and wearing required personal protective clothing?
 - 2) Using food safety type approved bandages and dressings?
 - 3) Preventing food contamination from your own clothing and other items you may be wearing?
 - 4) Preventing unnecessary direct contact with ready to eat food?
 - 5) Ensuring your own hygienic personal contact with food and food contact surfaces?
 - 6) Using hygienic cleaning practices that prevent food-borne illnesses?
- ☆ If asked, could you now demonstrate how to wash your hands properly when working in a food handling operation?

If there were any questions that you were unable to confidently say YES to, we encourage you to review the information again in this manual and if needed seek the assistance of your teacher or trainer.

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