



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIRRFSA002A Monitor food safety program**

**Revision Number: 1**

## **SIRRFSA002A Monitor food safety program**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit describes the performance outcomes, skills and knowledge required to monitor the implementation of a food safety program across an entire process within a retail food store or department and providing support and guidance to frontline team members.

### **Application of the Unit**

**Application of the unit** This unit applies to supervising frontline service personnel involved in preparing, displaying and selling retail food. It involves monitoring the implementation of the store or department food safety program based on hazard analysis and critical control point (HACCP) and coordinating corrective action, where required, to ensure compliance with food safety standards.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

**Prerequisite units** SIRRFSA001A Apply retail food safety practices

## Employability Skills Information

**Employability skills** The required outcomes described in this unit contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Monitor implementation of the food safety program.	<p>1.1 Communicate <b><i>food safety requirements and procedures to relevant staff members</i></b> as required.</p> <p>1.2 Monitor implementation of the <b><i>food safety program</i></b> according to food safety requirements.</p> <p>1.3 Provide mentoring and coaching support to support individuals or groups to implement the food safety program.</p> <p>1.4 Monitor individual and team performance to ensure compliance with <b><i>legislative and statutory requirements</i></b> and store procedures.</p> <p>1.5 Develop and maintain <b><i>regular schedule or roster for store or department cleaning tasks and inspections</i></b> according to the food safety program and legislative requirements.</p>

ELEMENT	PERFORMANCE CRITERIA
	<ul style="list-style-type: none"><li>1.6 Inform team members of individual responsibilities for cleaning tasks.</li><li>1.7 Implement procedures for prompt waste removal, especially spillage on floors, according to store procedures, the food safety program and legislative requirements.</li><li>1.8 Implement procedures for prompt eradication of insects, pests and vermin according to store procedures, the food safety program and legislative requirements.</li><li>1.9 Coordinate store procedures for safe storage of cleaning chemicals, insecticides and pesticides according to legislative requirements.</li></ul>
2 Respond to occurrences of non-compliance.	<ul style="list-style-type: none"><li>2.1 Identify food safety problems and take <b><i>corrective action</i></b> promptly to minimise impact of contamination and spoilage.</li><li>2.2 Implement store procedures for product recall identification, and promptly withdraw products from public sale as required.</li><li>2.3 Promptly implement procedures for dealing with non-compliance according to the food safety program.</li><li>2.4 Identify causes of non-compliance.</li><li>2.5 Implement control measures to prevent recurrence.</li><li>2.6 Report non-compliance according to store procedures and the food safety program.</li></ul>
3 Contribute to continuous improvement.	<ul style="list-style-type: none"><li>3.1 Identify and report potential <b><i>food safety hazards</i></b>.</li><li>3.2 Review existing control measures to take account of changes and updated technical knowledge.</li><li>3.3 Report to those responsible for the maintenance of the food safety program the need for changes required to adequately cover identified hazards.</li><li>3.4 Identify opportunities to remove or minimise food safety risks.</li><li>3.5 Record food safety information and performance according to store procedures and the food safety program.</li></ul>



## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

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

- interpersonal communication skills to:
  - communicate requirements and procedures to staff including cleaning responsibilities
  - communicate with management, internal and external auditors and Food Act authorised officers
  - mentor and coach individuals and groups
  - report non-compliance and contribute to continuous improvement through clear and direct communication
  - ask questions to identify and confirm requirements
  - share information
  - give instructions
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- literacy skills in regard to:
  - reading and interpreting store policy and procedures
  - reading and interpreting manufacturer instructions
  - reporting.

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

- relevant legislation and statutory requirements
- relevant OHS requirements
- relevant industry codes of practice
- techniques for identifying actual and potential contamination and cross-contamination hazards
- procedures for waste removal
- procedures for eradication of insects and vermin
- methods for prevention and solution of contamination problems
- methods to eliminate contamination and cross-contamination
- storage requirements for cleaning chemicals, insecticides and pesticides
- reporting of incidents, hazards and non-conformances of the food safety program in a variety of situations and to a number of different audiences, including management and staff.

## Evidence Guide

### 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**

Evidence of the following is essential:

- consistently applies store policy and procedures and the store's food safety program, which complies with food safety regulations and legislative requirements in regard to hygiene and sanitation practices
- consistently follows and applies relevant legislation, statutory requirements and industry codes of practice, including consumer law, OHS, hygiene and sanitation, environmental issues and store policy and procedures, especially in regard to safe handling and storage of products
- consistently applies, implements and monitors the store food safety program, including waste removal, eradication of insects, pests and vermin, and monitoring food safety hazards to identify, remove and minimise risks according to health and hygiene, OHS and environmental requirements and store policy and procedures
- consistently monitors team performance to ensure compliance with food safety program, records and reports to management and staff on compliance with hygiene and sanitation legislation, and promptly deals with incidents of non-compliance, including ensuring information is provided to modify the food safety program as needed
- develops, maintains and communicates regular schedule or roster for cleaning and maintenance procedures, and conducts regular inspections to ensure compliance
- mentors and coaches staff supportively to implement the store food safety program
- responds to occurrences of non-compliance, promptly identifies and rectifies problems, implements relevant product recall procedures, where required, and investigates, monitors and reports on possible potential

## EVIDENCE GUIDE

food safety hazards to ensure continuous improvement.

### Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- a food safety program, based on hazard analysis and critical control point (HACCP)
- protective clothing
- cleaning materials and chemicals
- pest control equipment and chemicals
- suitable food products and merchandise
- relevant documentation, such as store policy and procedures on hygiene and sanitation practices
- food handling implements
- food storage and display equipment.

### Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a role play
- third-party reports from a supervisor
- customer and staff feedback
- answers to questions about specific skills and knowledge.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

### Assessing employability skills

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.

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.



## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

***Food safety requirements and procedures*** may include:

- food safety, hygiene and sanitation practices
- procedures for product recall.

***Relevant staff members*** may include:

- team leader
- supervisor
- manager
- employees.

***Food safety program*** may include:

- specific risk factors
- critical control points
- parameters
- action required in response to non-conformance.

***Legislative and statutory requirements*** may include:

- food safety regulations
- hygiene and sanitation
- OHS
- environmental protection legislation
- waste disposal
- manual handling
- use and storage of hazardous substances and dangerous goods
- labelling of workplace substances.

## RANGE STATEMENT

*Regular schedule or roster for store or department cleaning tasks and inspections* may include:

- progressive cleaning
- at end of trade
- the use of check sheets
- inspection lists
- taking temperatures
- collecting samples
- visual inspections
- control charts.

*Corrective action* may include:

- cooking times
- reprocessing
- corrective systems and processes
- withdrawing product.

*Food safety hazards* may be:

- biological
- physical
- chemical.

## Unit Sector(s)

**Sector** Retail

## Competency field

**Competency field** Food Safety