



Australian Government

Department of Education, Employment and Workplace Relations

HLTPOP321C Assist with monitoring food storage and handling procedures in the community

Release: 1

HLTPOP321C Assist with monitoring food storage and handling procedures in the community

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit aims to describe the competencies needed to monitor and oversee food storage and handling procedures taking place within food premises and outlets in the community

Application of the Unit

Application

Working in compliance with relevant legislation and regulations within which the worker's organisation operates is essential

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Monitor and assess food storage and handling procedures

PERFORMANCE CRITERIA

- 1.1 Under the supervision of *key people*, assist with the inspection of food storage and handling procedures and *premises/food outlets* within the community
- 1.2 Monitor and oversee food storage, handling and hygiene procedures to ensure that appropriate environmental health standards are being met by relevant people
- 1.3 Discuss any issues of concern with relevant people as required, and offer advice if needed or requested

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|---|
| 2. Develop a plan of action to address any issues of concern if appropriate | 2.1 Report problems that are not rectified within an appropriate time frame to supervisor in accordance with organisational policies, procedures, and <i>recommendations</i> made where appropriate |
| | 2.2 Discuss issues of concern with supervisor, organisation and community members in order to determine the best course of action to address the issue/problem(s) |
| | 2.3 Develop a plan of action in conjunction with supervisor, organisation, and community members |
| | 2.4 Recognise and demonstrate understanding of roles and responsibilities of the worker, key people, organisation and community members in relation to the plan |
| | 2.5 Deal with issues of concern in accordance with job role and the agreed upon course of action |
| | |
| 3. Review <i>follow up</i> procedures to ensure that issues are being addressed | 3.1 Monitor follow up procedures to ensure that issues are being adequately addressed and rectified by relevant people within appropriate <i>timeframes</i> |
| | 3.2 Report any further issues of concern or non compliance in accordance with organisational policy and procedures |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Basic legislative requirements and standards (FSANZ National Food Safety Standards) necessary when assisting with any formal food premise inspections in communities
- High risk foods, e.g. foods that generally need to be refrigerated and have a high moisture content
- How to prevent cross contamination through correct food storage and handling practices and the breaking of the food contamination chain
- Links between improper food storage and handling and the transmission of bacterial infections (food poisoning)
- The "danger zone" and the various ways that food can become contaminated through incorrect storage
- Ways in which food can become contaminated through incorrect handling

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Adequately deal with, and resolve conflict if necessary
- Apply problem solving skills in relation to interpreting the nature and extent of problems and identifying the most appropriate way to address issues
- Collaborate and negotiate with relevant people, i.e. store owners, shop keepers, food handlers, and food transporters
- Demonstrate planning skills
- Demonstrate understanding of the importance of proper food hygiene/handling/storage
- Effectively network and communicate with the employing organisation, store owners, shop keepers, food handlers, food transporters, Environmental Health Officers and

REQUIRED SKILLS AND KNOWLEDGE

community members

- Keep records of schedules and costs
- Work co-operatively with others

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 this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency in performance should consider the worker's ability to monitor and effectively address issues as they arise regarding food storage and handling, as well as hygiene procedures within community food outlets/premises
- This needs to occur more than once and over a period of time

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- Due to the fact that the worker may have no legislative authority at this level, shop keepers and food handlers can object to their entry onto premises during formal inspections
- Evidence of competence is best obtained by observing activities in the field
- However, if not possible, observations in realistic simulated environments may be substituted
- Oral questioning and hypothetical situations (scenarios) may also be used to assess competence
- Access is required to:
 - key people for formal inspections ie: environmental health officers, or anybody with legislative authority to inspect food premises and outlets
 - appropriate thermometers, e.g. probe thermometer, or in some instances a non contact infra-red thermometer
 - alcohol swabs to wipe the thermometer with
 - swab test kits for bacteria

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. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Key people may include:

- Anybody with legislative authority to inspect food premises and outlets
- Environmental Health Officers

RANGE STATEMENT

Inspection may refer to:

- Construction and design of food outlet/premises
- Refrigerator and freezer facilities
- Preparation and storage surfaces
- Sanitary facilities
- Lighting
- Hot food storage
- Dry storage areas
- Food hygiene practices

Premises/food outlets may include:

- Community store
- Take away outlets
- Food stalls at community events
- Any other food preparation facility in the community

Monitor and oversee food storage handling and hygiene procedures could refer to:

- Overseeing that problems noticed as part of the inspection are being adequately dealt with and addressed by relevant people
- Monitoring food outlets in the community to ensure that food storage, handling and hygiene practices are adequate
- Checking that potentially hazardous (perishable) foods are stored either at 5 degrees Celsius or below, or at 60 degrees Celsius or above
- Checking that all food items are protected from contamination by foreign objects or substances, dirt, insects and vermin
- Observing store owners and food handlers practice safe personal hygiene practices such as washing hands before touching food, after going to the toilet, after using a tissue or a handkerchief, after smoking,

Relevant people may include:

- Store owners or shop keepers
- Food handlers
- Food transporters
- Any other food preparation facility in the community

RANGE STATEMENT

- Advice may be in relation to:*
- Strategies for safe food storage, handling and hygiene practices, e.g. preventing cross- contamination of foods, importance of keeping food out of the danger zone, importance of practicing safe personal hygiene practices when handling food
 - Contact numbers of people who can assist with further information and advice if required
- Appropriate timeframe may refer to:*
- Time allocated in relation to any work orders given by key people as part of inspections
 - Time needed to address issues, taking into account the nature and extent of problems, and any remote issues that may be apparent
 - Obvious non compliance to issues of concern
- Reporting may be:*
- Verbally in either first language or English
 - Written in either first language or English, e.g. notes, checklists, etc.
- Recommendations refers to:*
- Workers interpretation of the nature and extent of problems, and personal opinions about the most appropriate way to address issues
- Organisation may include:*
- Community council
 - Community clinic
 - Other employer bodies/agencies
- Community members may include:*
- Store committee members
 - Elders
 - Aboriginal Health Workers
 - Interested community members

RANGE STATEMENT

A plan of action may include:

- Holding a community meeting with the store keeper and/or food handlers to discuss issues of concern
- Delegating somebody to discuss issues of concern on a one to one basis
- Referring issues on to key people with legislative authority to enforce changes

Follow up procedures are monitored may refer to:

- Overseeing whether or not problems are being addressed and rectified
- Making note of any problems that still exist, or additional issues of non compliance to the plan of action implemented

Unit Sector(s)

Not Applicable