



Australian Government

Department of Education, Employment and Workplace Relations

SIRRFSA001A Apply retail food safety practices

Revision Number: 2

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Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to implement safe food storage handling processes in a retail food environment according to a food safety program.

Application of the Unit

This unit applies to frontline service personnel involved in preparing, displaying and selling retail food. It requires the frontline service personnel to have knowledge and application of a store food safety program that complies with food safety regulations.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Apply personal hygiene and sanitation.	1.1. Identify and demonstrate good <i>personal hygiene practices</i> . 1.2. Identify, maintain and use <i>protective clothing and equipment</i> . 1.3. Ensure <i>personal movement</i> within and outside workplace complies with work area requirements. 1.4. Maintain personal presentation, according to store procedures and <i>legislative requirements</i> .
2. Identify food safety program.	2.1. Identify and interpret store food safety program. 2.2. Implement food safety program.
3. Store and handle food products hygienically.	3.1. Transport packaged <i>food supplies</i> to the appropriate storage area promptly, safely and without damage. 3.2. Identify and practise <i>food storage requirements</i> , according to <i>store procedures</i> and legislative requirements. 3.3. Identify and use <i>food handling implements</i> for handling products according to legislative requirements. 3.4. Avoid cross contamination by changing food handling implements between handling different products and appropriate hand washing.
4. Clean work area and equipment.	4.1. Identify and practise cleaning requirements for <i>work areas</i> , according to store procedure, the food safety program and legislative requirements. 4.2. Identify and practise external and internal cleaning requirements for <i>equipment</i> , according store procedures and the food safety program legislative requirements. 4.3. Identify and use appropriate and safe cleaning tools, consumables and equipment for a variety of applications. 4.4. Identify and practise appropriate and safe <i>routine maintenance</i> requirements for food storage and work areas and equipment, according to store procedures and the food safety program. 4.5. Report maintenance requirements and problems to relevant personnel without delay. 4.6. Identify and observe handling and storage requirements for cleaning chemicals, according to manufacturer safety data sheets

- and store procedures and the food safety program.
- 4.7. Identify and perform waste disposal and pest control procedures, according to store procedures, food safety program and legislative requirements.
5. Monitor food safety.
- 5.1. Monitor food safety hazards to control food safety risk.
- 5.2. Identify *potentially unsafe food safety processes or situations* and take *corrective action*.
- 5.3. Record food safety information, including equipment breakdowns, according to the food safety program.
6. Contribute to continuous improvement.
- 6.1. Promptly identify hygiene and sanitation problems or situations, including potential sources of food-contamination, and rectify or report to relevant personnel.
- 6.2. Promptly identify conditions that promote microbial growth and rectify or report to relevant personnel.

Required Skills and Knowledge

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

Required skills

- interpersonal skills to:
 - report maintenance requirements
 - take corrective action in relation to food safety and contribute to continuous improvement through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- technical skills to:
 - handle chemicals
 - maintain work area
 - handle product
 - use personal protective equipment
 - avoid of cross-contamination
- self management skills to:
 - ensure personal hygiene
 - conduct cleaning requirements
- literacy and numeracy skills to:
 - interpret store procedures
 - record food safety information

Required knowledge

- store policy and procedures and legislative requirements, in regard to:
 - personal hygiene practices
 - correct protective clothing
 - safety requirements to protect self and others
- food handling and hygiene principles, including:
 - awareness of the store food safety program, its purpose and implications for own work
 - own roles and responsibilities and those of food safety personnel for food handling requirements from raw material to finished product
 - techniques for minimising contamination and spoilage
 - common sources and types of contamination and food safety hazards, including conditions conducive to microbial growth and known allergens associated with food handling and processing
 - common types of physical, chemical and microbiological agents that can contaminate food
 - conditions that can cause physical, chemical and microbiological contamination

- correct storage of food, including hot, cold, raw and cooked, and relevant critical control points
- causes of deterioration of food, contamination, cross-contamination
- store procedures for identifying and reporting potential or actual sources of contamination
- food handling implements, e.g. gloves and tongs
- need for change of implements between products
- need for frequent change of storage medium for serving implements
- shelf life of products
- Hazard Analysis and Critical Control Point (HACCP)
- load limits of storage, display units to maintain correct temperatures, including:
 - effects of breaking temperature curtain, effects of blocking coils and air vents
 - overloading
- procedures for recording failures in the food safety program, including equipment breakdowns, and immediate action to be taken
- principles of temperature control and the temperature danger zone
- hazardous foods
- cleaning of work area:
 - store cleaning procedures and schedules for work areas and equipment (internal and external)
 - purpose and importance of cleaning and sanitation procedures
 - safe use and storage of cleaning tools, equipment and chemicals, and insecticides and pesticides
 - routine maintenance for work areas and equipment
 - waste collection and disposal, recycling and handling procedures
 - pest control procedures used in the workplace
- relevant legislation and statutory requirements
- relevant Work Health and Safety (WHS) requirements
- food safety policy, plans and responsibilities, including an understanding of the relationship between the quality system, the food safety program and audit requirements
- characteristics of materials, products and processes used to carry out work responsibilities
- relevant industry codes of practice

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, which comply with food safety regulations and relevant legislation
- consistently identifies, interprets, applies and implements the store food safety program according to health and hygiene requirements and store procedures
- consistently follows and applies store policy and procedures with regard to cleaning and maintaining equipment and safe handling and disposal of waste
- consistently follows store policy and procedures with regard to personal hygiene practices, including:
 - personal cleanliness, reporting of personal illness and infections
 - store personal presentation requirements for hair, clothes, footwear and jewellery
 - hand washing procedures
 - use and maintenance of clothing, footwear and related apparatus to meet hygiene requirements
- inspects own work area and identifies common food safety hazards and possible hazards
- consistently seeks instruction and applies store policy and procedures with regard to removal and isolation of suspect product or taking other corrective action
- consistently maintains personal conduct to minimise risk to food safety
- consistently monitors critical control points to identify food safety risks in own work area according to store procedures; this may include carrying out checks, inspections and tests
- investigates contamination and cross-contamination events and takes action to prevent contamination from occurring or recurring
- consistently records food safety information according to store policy and procedures
- consistently contributes to continuous improvement in own work area.

Context of and specific

Assessment must ensure access to:

resources for assessment

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

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 feedback
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

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

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.

Personal hygiene practices as may include:

- hand washing procedures
- personal presentation and cleanliness
- hair tied back, under net or under cap
- not touching hair or sneezing near food
- removal of jewellery as required by legislation
- reporting of personal illnesses and infections
- wounds, cuts and wearing of bandages or dressings
- changing gloves when handling different products.

Protective clothing and equipment may include:

- wearing of gloves, hairnets, hats, shoes, uniforms, outer garments and aprons when handling food as required
- clothing maintenance, laundering and storage requirements
- wearing gloves to protect hands from cleaning chemicals, heat or cold (insulation)
- wearing mesh gloves when using or cleaning sharp equipment
- wearing protective clothing and footwear.

Personal movement may include:

- removing protective clothing prior to moving outside or from one area to another
- not moving into defined areas.

Legislative requirements may include:

- food safety regulations
- WHS
- environmental protection legislation
- awards or agreements
- waste disposal
- hazardous substances and dangerous goods
- manual handling.

Food supplies may include:

- supplies received from both internal and external suppliers and maintained within a stock control system, including:
 - dry goods
 - hazardous foods
 - dairy goods
 - meat and seafood
 - poultry
 - fruit and vegetables

Food storage requirements may include:

- frozen goods.
- storage in:
 - refrigeration
 - freezers
 - coolrooms
 - dry stores
 - refrigerated display cabinets
- food segregation
- food packaging for storage
- labelling of food
- stock rotation
- optimum maintenance of storage areas, including:
 - cleanliness
 - lighting
 - at required temperature
 - free from vermin or infestation
 - free from defects
- optimum temperature management
- ventilation of storage area
- sanitation of storage area
- disposal of damaged or spoiled supplies.

Store procedures may include:

- compliance with food safety standards and the store food safety program
- procedures such as:
 - personal hygiene
 - safe storage of food
 - safe storage and use of cleaning chemicals
 - cleaning regimes and timetables
 - protective clothing and equipment
 - safe handling and use of food preparation equipment
 - food handling procedures
 - control points
 - hazard analysis and critical control point (HACCP).

Food handling implements may include:

- gloves
- tongs
- spoons
- scoops.

Work areas may include:

- floors
- walls to required levels

- benches and working surfaces
 - shelves
 - store rooms and cupboards
 - food service areas
 - kitchen areas.
- Equipment** may include:
- crockery and glassware
 - utensils
 - pots, pans and dishes
 - containers
 - chopping boards
 - garbage bins
 - storage and display units
 - coolrooms, refrigerators and freezers
 - extraction fans
 - thermometers, including infra red (for checking surface and air temperature)
 - probe (for checking core temperature)
 - ovens, bain-maries, rotisseries, grills, deep fryers and hotplates
 - knives, slicers, drink machines, milkshake makers and coffee makers
 - dishwashers.
- Routine maintenance** may include:
- calibration checks on relevant equipment
 - detailed cleaning to ensure the elimination of crumbs food scraps or dirt build-up
 - blade sharpening
 - checking and reporting equipment faults
 - checking pest control equipment and products, including:
 - fly screens
 - automatic doors
 - ultraviolet insect lights
 - vermin traps
 - cleaning and sanitising waste bins and areas.
- Potentially unsafe food safety processes or situations** may include:
- spoiled or contaminated food
 - out-of-date food
 - customer complaints regarding food contamination
 - situations that may indicate a need for food recall.
- Corrective action** must include:
- promptly report potentially unsafe food safety processes or situations to a supervisor
 - acting on the advice of the supervisor.

Unit Sector(s)

Retail

Competency field

Food Safety