



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO3038A Clean food-handling areas

Release: 1

CPPCLO3038A Clean food-handling areas

Modification History

Revised unit

Unit updated and equivalent to PRMCL38A Clean a food handling area

Unit Descriptor

This unit of competency specifies the outcomes required to clean in food-handling areas where the work does not involve direct food contact. This unit is not appropriate for a person who has direct contact with food, raw materials or ingredients.

This unit is based on the guideline food safety unit GFSWFHAA Carry out work in a food handling area.

Food-handling areas include food courts and industrial food-processing plants.

The unit requires the ability to assess the extent of the cleaning task through understanding client requirements and special characteristics of food-handling areas, and applying company policies and procedures. Selecting the appropriate equipment, chemicals and methods is essential to performing the task safely and efficiently, as is paying careful attention to health and safety issues.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

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.

Elements and Performance Criteria

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| 1 | Assess area to be cleaned. | <p>1.1 Food-handling area is assessed, work order is reviewed according to food safety program, client and company requirements, and issues are clarified with appropriate persons.</p> <p>1.2 Hazards are identified and risks controlled in work site according to company, legislative, and occupational health and safety (OHS) requirements.</p> <p>1.3 Contamination hazards in work site are identified according to legislative, OHS and company requirements.</p> <p>1.4 Surface types are identified by observation according to work order and company requirements.</p> <p>1.5 Soil type is identified by observation according to work order and company requirements.</p> <p>1.6 Size and usage pattern of work site are determined to ensure safety of and minimal disruption to personnel and efficient use of cleaning equipment and chemicals.</p> <p>1.7 Cleaning techniques are selected according to work order and company requirements.</p> |
| 2 | Select equipment and chemicals. | <p>2.1 Personal protective equipment (PPE) is selected and used according to manufacturer specifications, and OHS and company requirements.</p> <p>2.2 Equipment and chemicals are selected for work order according to OHS and company requirements.</p> <p>2.3 Equipment and chemicals are checked to ensure they meet cleaning and sanitation requirements of food safety</p> |

- program according to legislative, OHS and company requirements.
- 2.4 Operational effectiveness of equipment is checked according to manufacturer specifications and company requirements.
- 2.5 Equipment is adjusted to suit operator's requirements according to manufacturer specifications and OHS requirements.
- 2.6 Chemicals are prepared according to manufacturer specifications, and OHS and company requirements.
- 2.7 **Consumables** are obtained to meet anticipated usage patterns according to work order and company requirements.
- 3 Prepare self and work site.
- 3.1 Personal hygiene, clothing and footwear, hygiene and health levels are applied that meet food safety program, legislation, OHS and company requirements.
- 3.2 Hazards in work site are confirmed and risks are controlled and reassessed according to legislative, OHS and company requirements.
- 3.3 **Signage and barriers** are installed as required according to work order, and OHS and company requirements.
- 3.4 Food-safety program requirements related to work order are identified according to OHS and company requirements.
- 3.5 **Work restrictions** affecting completion of work order are identified and appropriate persons are notified.
- 4 Clean work site while maintaining food safety.
- 4.1 Food-safety program is followed and cleaning activities are conducted to ensure food safety is maintained according to health regulations, work order, and OHS and company requirements.
- 4.2 Surfaces are cleaned using equipment, PPE, chemicals and cleaning techniques according to manufacturer specifications, work order, and OHS and company requirements.

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| | | 4.3 | Work is conducted according to legislative, OHS and company requirements. |
| | | 4.4 | Procedures or practices inconsistent with food-safety program are reported to appropriate persons. |
| 5 | Replenish consumables and tidy work site. | 5.1 | Consumables are replenished according to client requests, work order and company requirements. |
| | | 5.2 | Collected soil and waste are disposed of according to client specifications, work order, manufacturer specifications and legislative, OHS, company and environmental requirements . |
| | | 5.3 | Signage and barriers are removed according to work order, and OHS and company requirements. |
| 6 | Clean, safety check and store equipment. | 6.1 | Equipment and PPE are cleaned according to manufacturer specifications and environmental, OHS and company requirements. |
| | | 6.2 | Equipment and PPE are safety checked according to manufacturer specifications and OHS requirements and required maintenance is recorded according to company requirements. |
| | | 6.3 | Equipment and PPE are stored and maintained to allow ready access according to manufacturer specifications, and OHS and company requirements. |
| | | 6.4 | Chemicals are stored according to manufacturer specifications, and OHS and company requirements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - identify client expectations
- interpersonal skills to relate to people from a range of backgrounds
- language, literacy and numeracy skills to:
 - communicate clearly and concisely verbally and in writing
 - perform mathematical calculations required for diluting and mixing chemicals as specified on product labels
 - read and interpret directions and safety instructions, including:
 - chemical labels
 - equipment manuals
 - material safety data sheets (MSDS)
 - request advice or further information
 - seek and receive feedback
 - source, organise and record information
- observation skills to:
 - identify contamination types
 - identify surface types in preparation for cleaning
- organisational skills to plan and organise work
- problem-solving skills to manage contingencies
- skills to work safely when:
 - dusting, cleaning, polishing and buffing
 - handling and disposing of chemicals
 - handling and disposing of contaminated waste
 - identifying food contamination hazards and controlling risks
 - manual handling
 - replenishing consumables
 - selecting chemicals to suit surface type
- self-management skills to work alone and in a team

Required knowledge

- cleaning and sanitation requirements of food-handling areas, including:

- chemicals
- cleaning methods
- personal hygiene practices, including:
 - clothing and footwear requirements associated with working and moving in and between food-handling areas and non food-handling areas
- company management structure and procedures, including:
 - biological and viral control
 - emergency response and evacuation procedures
 - environmental protection procedures
 - injury, dangerous occurrence and incident reporting
 - OHS procedures
 - quality systems
- equipment and chemicals for use in food-handling areas, including non-breakable materials
- legislation, regulations, codes of practice and industry advisory standards that apply to cleaning food-handling areas, including OHS legislation
- routes of entry and potential symptoms of exposure to chemicals
- safe work practices for using:
 - chemicals
 - equipment, including PPE
- types of contamination and prevention methods
- waste collection, recycling and handling procedures
- workplace information on food-safety policies and procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observing practical demonstrations of cleaning food-handling areas involving at least two different work site environments.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • access and apply workplace information on food-safety policies and procedures relating to own work • fit and use personal protective clothing and equipment as required by work tasks to meet food business requirements • identify food-safety hazards in work area • identify hazards associated with food-handling area • identify surfaces and soil types found in food-handling areas • maintain housekeeping standards in food-handling area and dispose of waste to meet food-handling requirements • maintain personal conduct and hygiene to ensure that food safety is not compromised • identify and report situations or procedures that could compromise food safety • report health conditions and illness as required by workplace food-safety procedures • select cleaning equipment and chemicals • take necessary precautions when moving between or around workplace and from one task to another to minimise risk of food contamination • use safe and efficient cleaning methods • maintain clothing and footwear as required by work task to meet food-safety procedures • achieve outcomes in relation to customer work order and company and legislative requirements.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • suitable food-handling work site or venue • suitable equipment and chemicals

	• PPE • equipment operating manuals and MSDS • food-safety policies and procedures relevant to the workplace • work order instructions, work plans and schedules • assessment instruments, including personal planner and assessment record book.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function, such as: • CPPCLO2001A Maintain hard floor surfaces.

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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, if used in the performance criteria, is detailed below. 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) may also be included.

<i>Food-handling areas</i> deal with:	• dispatching food • handling food • inspecting food • packaging food • preparing food
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	• processing food • receiving food • storing food • transporting food.
Work order information may include:	• access to work site, including: • access and egress points • timing of access • budget allocations • completion times and dates • human resource requirements to complete the work tasks • job requirements and tasks • legislative and local government requirements • OHS requirements and emergency response procedures • requirements for working in isolated and remote locations • resource requirements, such as equipment and materials • specific client requirements, such as: • dress and presentation requirements • relationships with other activities • use of signage and barriers • work schedules • work site contact persons • work site requirements for specific industries, such as: • hospitals and medical centres • nursing homes • retail food courts • schools • tourism and hospitality.
Food-safety program identifies the food-safety hazards that may be reasonably expected to occur in all food-handling operations of a food business and:	• identifies where and how each hazard can be controlled • describes how controls are monitored • describes corrective actions required if conditions are not met • specifies information to be recorded and procedures to be signed off • must comply with relevant national, state and industry legislation and regulations • includes responsibilities for any person visiting or working in food-handling areas • specifies minimum procedures to ensure any person does not: • contaminate food • have unnecessary contact with ready-to-eat food • spit, smoke or use tobacco or similar in food-handling areas (refer Food Safety Standard 3.2.2, Clause 17:3 and state

	regulations/legislation).
Company requirements may include:	• business and performance plans • client communication procedures • client confidentiality procedures • client service standards • communication channels and reporting procedures • company goals, objectives, plans, systems and processes • company issued identification badges, cards or passes • company policies and procedures, including: • access and equity policy, principles and practice • OHS policies and procedures, including control procedures • maintenance procedures for equipment and PPE • those relating to own role, responsibility and delegation • work site access security clearance procedures • company service standards • dress and presentation requirements • duty of care, code of conduct, and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environmental protection procedures • personnel practices and guidelines • quality and continuous improvement processes and standards • records and information systems and processes • training materials (induction, refresher and new skills) • use of contractors.
Appropriate persons may include:	• clients • colleagues • managers • persons in control of work sites • supervisors.
Hazards may include:	• allergic reactions to chemicals or equipment, including latex allergies • biological and animal waste • bites and stings • blood and blood-stained products • confined or restricted spaces • contaminated clothing, materials or equipment • damaged or inappropriate equipment • dust and fibres • electrical hazards arising from: • cables

	• electrical fittings: • switches • lights • untested electrical equipment • fatigue • fire • gas • heights • inadequate lighting and ventilation • infectious and zoonotic diseases, such as: • Q fever • scabies • mobile equipment and vehicle hazards around plant and vehicles • moving or unguarded parts • noise • occupational violence and bullying • poor personal hygiene practices • spill, splash and spray • release of substances with negative environmental impact • synergistic chemical reactions, such as: • hazardous incompatibility • reactivity • syringes or other sharps • temperature extremes • ultraviolet light • unsafe manual-handling techniques, including awkward and repetitive postures • unsafe underfoot conditions, such as slippery, uneven and rough surfaces • work in unfamiliar isolated or remote environments.
Legislative requirements may include:	• Australian standards, quality assurance and certification requirements • award and enterprise agreements • industry advisory standards and codes, such as: • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations affecting company operation, including: • anti-discrimination and diversity policies • chemical controls • chemical registers and manifests

	• consumer protection • energy conservation • environmental protection • equal employment opportunity • freedom of information • industrial equipment certificates of competency or licences • industrial relations • OHS Acts and regulations • privacy • public health • trade practices • water conservation • workplace consultative arrangements.
Occupational health and safety (also known as workplace health and safety) requirements may relate to:	• allergic reactions, such as contact dermatitis • communication devices for remote and isolated locations, such as: • mobile phone • two-way radio • dermatotoxicological control and prevention measures • emergency procedures for eye and skin contact, and inhalation and ingestion of toxic substances • hazard identification and risk assessment mechanisms • health surveillance and monitoring, such as regular blood testing • hierarchy of hazard control procedures • maintaining clear access • national and industry standards and codes of practice • OHS control procedures, such as: • health and safety plans • job plans • job safety analyses • risk assessments • safe operating practices and procedures • safe system of work statements • safe work instructions • work method statements • reporting injury and dangerous occurrences • routes of entry and potential symptoms of exposure to chemicals • safe work practices for equipment, PPE and chemical storage, including interpretation of: • MSDS • hazardous substance information, such as long latency

	periods • safety training, induction and refresher training • selection and use of PPE and clothing appropriate to the hazard • ultraviolet light • up-to-date electrical test and tag compliance • use of chemicals according to MSDS • use of residual current devices • use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.
Contamination hazards include:	• chemical contamination caused by cleaning and sanitation chemicals • microbiological contamination resulting from cross-contamination when moving into and between food-handling areas • physical contamination caused by metal, glass, plastic and cloths.
Surfaces may include:	• ceramics and porcelain • chrome • concrete • glass • laminate • metal • paint • plastic • stainless steel • stone • surfaces encompassing new technologies • terracotta • vinyl.
Soil types can be wet or dry and may include:	• blood • dust • food, food scraps and residue • grease • human waste • litter • mould and algae • mud and dirt • pen, texta and pencil • rust • soap scum • syringes.

Personnel may include:	• client's staff members • colleagues • general public • venue, facility, shopping centre staff and management.
Equipment may include:	• absorbent cleaning cloths • brooms • buckets • cleaning trolleys • damp cloths • doodle bugs • dry cloths • hoses and nozzles • lint-free cloths • long-handled brushes and dustpan tongs • microfibre products • mops • needle hazard disposal units • nylon scourers • scrapers • scrubbing brushes • scrubbing and polishing machines • window squeegees • wringer buckets.
Chemicals may include:	• acid cleaners • alkaline cleaners • low environmental-impact chemicals • neutral cleaners • solvent cleaners.
Cleaning techniques may include:	• buffing • damp dusting • hosing • low-water cleaning methods, such as using microfibre cleaning products • mopping • polishing • pre-spraying • scrubbing • spot cleaning • sweeping • wet wiping • window cleaning.

Personal protective equipment may include:	• ear muffs and plugs • gloves, such as non-permeable • goggles • overalls and other protective clothing • respirators • safety glasses • safety shoes • splash-proof face masks • tongs • wet-work clothing.
Manufacturer specifications may include:	• equipment operating manuals • instructional guides • MSDS • other resources supplied by the manufacturer, such as: • laminated cards • notices • wall posters • product labels • safety instructions pre-printed on equipment.
Consumables may include:	• air fresheners • bin liners • cloth towels and tea towels • disposable gloves • hair nets • hand towels, such as cloth, rolls and sheets • serviettes • soap.
Signage and barriers may include:	• physical barriers and restraints erected to restrict access to a site • signs complying with legislative requirements and Australian standards warning of danger or adverse conditions, including: • cleaning in progress • hazardous chemicals in use or present in work area.
Work restrictions may include:	• amount of cleaning anticipated • client activity • employee level of literacy and communication skills • faulty or inappropriate equipment • site accessibility • site hazards • skills of work unit or team • staffing resources • time limitations.

Waste may be either solid or liquid and include:	- chemicals past expiry date - obsolete equipment - packaging - used cleaning cloths - used containers - used or contaminated PPE - used or unused chemicals.
Environmental requirements may include:	- clean-up, containment and isolation - company policies and guidelines - emergency chemical spill control measures - environmental protection agency and requirements of government departments, such as: - agriculture - emergency services - hazardous materials handling - local government regulations and by-laws - low-energy cleaning methods - low environmental-impact chemicals - low-moisture cleaning methods - low water-use equipment and water-efficient cleaning methods - non-chemical cleaning methods.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.