



Australian Government

SITHIND101 Use hygienic practices for hospitality service

Release 1

SITHIND101 Use hygienic practices for hospitality service

Modification History

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

Version	Comments
1.0	New unit.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to maintain the health and wellbeing of self and others.

The skills and knowledge to ensure food safety are found in the unit SITXFSA101 Use hygienic practices for food safety.

Application of the Unit

This unit applies to all hospitality service environments.

Personnel at all levels use this skill in the workplace during the course of their daily activities.

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 and 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.

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|-------------------------------|---|
| 1. Maintain personal hygiene. | 1.1 Develop a <i>routine of personal hygiene practices</i> in preparation for work. |
| | 1.2 Check and adjust <i>personal cleanliness</i> during service periods to maintain health of self and others. |
| | 1.3 Check cleanliness of uniform, dress or personal protective items for contamination during service periods and adjust to maintain health of self and others. |
| | 1.4 Maintain customer confidence in organisational service standards through personal hygiene practices. |
| 2. Prevent health hazards. | 2.1 Identify and report <i>hygiene hazards</i> that may affect the health of self and others. |
| | 2.2 Avoid <i>unhygienic personal contact</i> that may cause illnesses. |
| | 2.3 Prevent the spread of micro-organisms by washing hands at <i>appropriate times</i> . |

Required Skills and Knowledge

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

Required skills

- communication skills to verbally report hygiene hazards
- problem-solving skills to identify hygiene hazards and adjust cleanliness
- self-management skills to develop and manage a personal hygiene routine.

Required knowledge

- reasons for maintaining personal hygiene, including:
 - reduction of personal illness
 - healing from personal illness
 - optimal health and sense of well being
 - social acceptance
 - prevention of spread of illness to others
 - maintenance of organisational image and service standards
- personal hygiene practices to care for personal health and wellbeing, including:
 - bathing or showering
 - brushing and flossing teeth; using mouthwash
 - cutting or manicuring finger nails
 - treating skin allergies, conditions or wounds
 - using deodorant
 - using hand sanitiser
 - washing clothes regularly
 - washing hands regularly
 - washing scalp and hair
 - wearing clean clothing and personal protective equipment
- meaning of:
 - airborne diseases
 - infectious diseases
- ways of transferring micro-organisms and spreading illness to self and others:
 - blowing nose
 - coughing
 - drinking
 - scratching skin and hair
 - sneezing
 - spitting
 - touching wounds
- employee responsibility to participate in hygienic practices.

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- integrate the use of personal hygiene practices within day-to-day work functions
- integrate knowledge of:
 - the reasons for maintaining personal hygiene
 - methods used to maintain personal cleanliness
 - methods to minimise ways of transferring micro-organisms and the spread of illness.

Context of and specific resources for assessment

Assessment must ensure use of:

- a real or simulated hospitality industry service environment
- others with whom the individual can interact.

Method of assessment

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

- use of scenarios to identify appropriate personal presentation standards
- use of problem-solving exercises so the individual can respond to a range of situations where hygiene hazards exist
- written or oral questioning to assess knowledge of:
 - the reasons for maintaining personal hygiene
 - methods used to maintain personal cleanliness
 - ways of transferring micro-organisms and spreading illness
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:

- SITHACS204 Provide porter services
- SITHACS303 Provide accommodation reception services

- SITHGAM203 Operate a TAB outlet
- SITXCCS201 Provide visitor information
- SITXCCS202 Interact with customers
- SITXCCS302 Provide club reception services
- SITXCCS303 Provide service to customers

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.

Routine of personal hygiene practices may include:

- bathing or showering
- brushing and flossing teeth; using mouthwash
- cutting or manicuring finger nails
- maintaining clean work clothes
- treating skin allergies, conditions or wounds
- using deodorant
- washing scalp and hair.

Personal cleanliness includes:

- maintaining clean:
 - hair
 - hands
 - nails
 - skin
 - work clothing
- wearing clean bandages on wounds.

Hygiene hazards may include:

- lack of:
 - clean cloths and tea towels
 - hygiene signage
 - personal protective equipment
- seeing others using unhygienic practices
- unclean:
 - hand washing facilities
 - public areas
 - staff amenity areas
 - toilets
 - workstations.

Unhygienic personal contact may involve:

- transferring micro-organisms by:
 - blowing nose
 - coughing
 - drinking
 - scratching skin and hair
 - sneezing
 - spitting
 - touching wounds.

Appropriate times might include after:

- contact with items, such as cleaning cloths, linen, tea towels and towels contaminated with human waste, such as blood and body secretions
- smoking, coughing, sneezing, blowing the nose, eating, drinking, and touching the hair, scalp or any wound
- using the toilet.

Unit Sector(s)

Hospitality

Competency Field

Working in Industry