
SITXFSA001:

USE HYGENIC PRACTICES FOR FOOD SAFETY

LEARNING GUIDE

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UNIT INTRODUCTION

This resource covers the unit SITXFSA001 Use Hygienic Practices for Food Safety

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to control contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

This includes restaurants, cafes, clubs, hotels, tour operators, attractions, function, event, exhibition and conference caterers, educational institutions, correctional centres, health establishments, defence forces, cafeterias, kiosks, canteens, fast food outlets and residential caterers.

ABOUT THIS RESOURCE

This resource brings together information to develop your knowledge about this unit. The information is designed to reflect the requirements of the unit and uses headings to makes it easier to follow.

Read through this resource to develop your knowledge in preparation for your assessment. You will be required to complete the assessment tools that are included in your program. At the back of the resource are a list of references you may find useful to review.

As a student it is important to extend your learning and to search out text books, internet sites, talk to people at work and read newspaper articles and journals which can provide additional learning material.

Your trainer may include additional information and provide activities, slide presentations and assessments in class to support your learning.

ABOUT ASSESSMENT

Throughout your training we are committed to your learning by providing a training and assessment framework that ensures the knowledge gained through training is translated into practical on the job improvements.

You are going to be assessed for:

- Your skills and knowledge using written and observation activities that apply to your workplace.
- Your ability to apply your learning.
- Your ability to recognise common principles and actively use these on the job.

You will receive an overall result of Competent or Not Yet Competent for the assessment of this unit. The assessment is a competency based assessment, which has no pass or fail. You are either competent or not yet competent. Not Yet Competent means that you still are in the process of understanding and acquiring the skills and knowledge required to be marked competent. The assessment process is made up of a number of assessment methods. You are required to achieve a satisfactory result in each of these to be deemed competent overall.

All of your assessment and training is provided as a positive learning tool. Your assessor will guide your learning and provide feedback on your responses to the assessment. For valid and reliable assessment of this unit, a range of assessment methods will be used to assess practical skills and knowledge.

Your assessment may be conducted through a combination of the following methods:

- Written Activity
- Case Study
- Observation
- Role plays
- Questions
- Third Party Report

The assessment tool for this unit should be completed within the specified time period following the delivery of the unit. If you feel you are not yet ready for assessment, discuss this with your trainer and assessor.

To be successful in this unit you will need to relate your learning to your workplace. You may be required to demonstrate your skills and be observed by your assessor in your workplace environment. Some units provide for a simulated work environment and your trainer and assessor will outline the requirements in these instances.

ELEMENTS AND PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Follow hygiene procedures and identify food hazards. | 1.1 Follow organisational hygiene procedures.
1.2 Report unsafe practices that breach hygiene procedures promptly
1.3 Identify food hazards that may affect the health and safety of customers, colleagues and self.
1.4 Remove or minimise the hygiene hazard and report as appropriate for follow-up. |
| 2. Report any personal health issues. | 2.1 Report personal health issues likely to cause a hygiene risk.
2.2 Report incidents of food contamination resulting from personal health issues.
2.3 Cease participation in food handling activities where own health issue may cause food contamination. |
| 3. Prevent food contamination. | 3.1 Maintain clean clothes, wear required personal protective clothing and only use organisation-approved bandages and dressings.
3.2 Prevent food contamination from clothing and other items worn.
3.3 Prevent unnecessary direct contact with ready to eat food.
3.4 Ensure hygienic personal contact with food and food contact surfaces.
3.5 Use hygienic cleaning practices that prevent food-borne illnesses. |
| 4. Prevent cross contamination by washing hands. | 4.1 Wash hands at appropriate times and follow hand washing procedures consistently.
4.2 Wash hands using appropriate facilities. |

REQUIRED SKILLS AND KNOWLEDGE

Performance evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- Demonstrate use of safe food handling practices in food handling work functions in line with organisational hygiene procedures on at least three occasions
- Demonstrate procedures to:
 - Identify food hazards
 - Report unsafe practices
 - Report incidents of food contamination

Knowledge evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- Basic aspects of commonwealth, state or territory food safety laws, standards and codes as follows:
 - Meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code
 - Employee and employer responsibility to participate in hygienic practices
 - Reasons for food safety programs and what they must contain
 - Role of local government regulators
 - Ramifications of failure to observe food safety law and organisational policies and procedures
- Health issues likely to cause a hygiene risk relevant to food safety:
 - Airborne diseases
 - Food-borne diseases
 - Infectious diseases
- Hygiene actions that must be adhered to in order to avoid food-borne illnesses
- Hand washing practices:
 - Before commencing or recommencing work with food
 - Immediately after:
 - Handling raw food

- Smoking, coughing, sneezing or blowing the nose
- Eating or drinking
- Touching the hair, scalp or any wound
- Using the toilet
- Basic aspects of hazard analysis and critical control points (HACCP) method of controlling food safety
- Specific industry sector and organisation:
 - Major causes of food contamination and food-borne illnesses
 - Sources and effects of microbiological contamination of food
 - Workplace hygiene hazards when handling food and food contact surfaces
 - Basic content of organisational food safety programs
 - Contents of organisational hygiene and food safety procedures
 - Hygienic work practices for individual job roles and responsibilities

ASSESSMENT CONDITIONS

Skills must be demonstrated in an operational food preparation area. This can be:

- An industry workplace
- A simulated industry environment.

Assessment must ensure access to:

- Fixtures:
 - Work benches
 - Refrigeration unit
 - Sink
 - Storage facilities
- Small equipment:
 - Assorted pots and pans
 - Containers for hot and cold storage
 - Crockery
 - Cutlery
 - Cutting boards
 - Food handler gloves
 - Glassware

- Knives
- Packaging materials
- Receptacles for presentation and display purposes
- Small utensils:
 - Tongs
 - Serving utensils
- Appropriate facilities for handwashing:
 - Designated hand washing sink
 - Antiseptic liquid soap
 - Single use towels
 - Warm running water
- Food ingredients and ready to eat food items
- Current plain English regulatory documents distributed by the commonwealth, state, territory or local government food safety authority
- Australia New Zealand Food Standards Code
- Current commercial food safety programs, policies and procedures used for managing food safety.

Assessors must satisfy the Standards for Registered Training Organisations’ requirements for assessors.

PRE-REQUISITES

This unit must be assessed after the following pre-requisite unit:

There are no pre-requisites for this unit.

TOPIC 1 - FOLLOW HYGIENE PROCEDURES AND FOOD SAFETY LAWS

What is safe food handling and how do you implement it?

Safe food handling is governed by the:

Food Act 1984 (revised 2010)

Food Standards Australia New Zealand Act 1991

Food safety involves implementing resources and strategies to ensure the correct storage, preparation, and preservation of foods, so they are safe for consumption. Food sanitation begins with the purchase or acquisition of food items and ends with the correct storage of leftovers for future use. Food safety methods used in the hospitality industry can also be used in the home environment.

Follow organisational hygiene procedures

Food handling requirements are determined by the Federal Australian Government under the Food Standards Australia New Zealand (FSANZ) agency. The FSANZ agency develops and administers the Australia New Zealand Food Standards Code which lists requirements for foods such as food additives, food safety programs, food safety practices, food safety premises and equipment, food labelling and genetically modified food.

The food safety standards were developed to provide more effective and nationally uniform food safety legislation for Australia. The following standards are mandatory for all food businesses in Australia and provide the minimum requirements necessary to maintain a safe food supply

- Standard 3.1.1 – Interpretation and Application
- Standard 3.2.1 – Food Safety Programs
- Standard 3.2.2 – Food Safety Practices and General Requirements
- Standard 3.2.3 – Food Premises and Equipment

These standards have now been incorporated into State, and Territory law and, therefore, all food businesses must comply with these standards.¹

Role of local government regulators

Local governments are required to be regulators for their jurisdiction, in coordination with state and territory governments, for the monitoring of food safety compliance of businesses in their area.

¹ <http://www.nutritionaustralia.org/national/resource/food-safety>

Environmental Health Officers

Environmental Health Officers (Health Inspectors) play an integral role in local governments and act as an administrator and educator of the Food Act and the Food Standards Code.

Employee and employer responsibility to participate in hygienic practices

It is the responsibility of both employers and employees work in a manner which minimises the risk of harm or illness to others, whether they be customers or fellow staff members.

Employers have the responsibility to ensure that the building, equipment, facilities, etc. are all maintained and that the correct documentation, procedures, regulations, policies, etc. are being followed by employees.

Employees are responsible for ensuring that they are clean, neat, and tidy in appearance. They must also have an awareness of the possible sources of contamination, follow hygienic procedures, and maintain personal cleanliness to help prevent cross contamination.

Ramifications of failure to observe food safety law and organisational policies and procedures

Any food business that is found to be breaching any parts of the food safety laws may find themselves in serious trouble when an Environmental Health Officer audits them.

Breaches of the Food Safety Act and its laws and regulations can lead to serious consequences, including:

- Warnings with advice on how to comply
- Infringement notices
- Statutory action
- Prosecution
- Fines, calculated at \$151.67 per penalty unit, with each infringement being a set number of units
- Temporary or permanent closure of premises²

² <https://www2.health.vic.gov.au/public-health/food-safety/food-safety-legislation-and-regulations/food-safety-enforcement-and-penalties>

TOPIC 2 – CONTAMINANT AND FOOD SAFETY PLANS (HACCP)

Meaning of contaminant and contamination

When talking about food safety there are two key terms that you will need to understand, **contaminant**, and **contamination**.

A contaminant is any substance that is found in food products that causes it to be no longer fit for consumption. These contaminants are the hazards that cause food safety issues and pose a risk to the health and safety of a person who consumes the food.

Contamination is the process of a food product becoming unsuitable for consumption through being exposed to one of these contaminants.

What is (HACCP) Hazard Analysis Critical Control Point?

HACCP (Hazard Analysis Critical Control Point) is the systematic preventative approach to food safety.

It addresses physical, chemical, and biological hazards as a means of prevention rather than finished product inspection.

This approach has significant benefits to organisations operating within the food supply chain as it enables them to determine key controls over processes and concentrate resources on activities that are critical to ensuring safe food.

Retailers, the food industry and Government in particular are concerned about ensuring that food is produced safely and that the consumer has confidence in the product. This has led to an increase in legislation over time that has focussed upon ensuring safe systems of food production.³

What is HACCP?

- H = Hazard
- A = Analysis
- C = Critical
- C = Control
- P = Point

Who needs a HACCP food safety program?

Any organisation which is involved in cooking, processing, growing, transporting, supplying or serving fresh, frozen or any type of food should have an HACCP food safety program.

³ http://www.haccp-org.eu/project_content/about_haccp_sa_poc.html.

Why have HACCP food safety programs?

In Victoria, all class 1 and 2 food premises need a food safety program.

One of the primary reasons for having a documented food safety program in place is to demonstrate to your clients, your commitment to consistently supply food which is safe. Some major supermarkets are now using quality assurance as a marketing tool through the media.

Litigation is another reason to implement a food safety program. If you or anyone else in the organisation supply food which is proven to have been contaminated by a process performed by you or whilst in your care you are liable for prosecution.

If there is a food recall, it may prove damaging to your business. It may result in a public recall. Food recalls can cost businesses significant amounts of money, not to mention possible bad publicity.

A documented HACCP food safety program will give you access to markets previously unattainable.

What must a food safety program contain?

A food safety program must contain information about each step in the food production process that determines food safety hazards could occur in these steps. For each step in the production process, procedures will be written to control hazards, monitor food safety, and document actions taken. The food safety program should also have documented procedures for corrective actions if something goes wrong.

Key contents in a Food Safety Program

- Hazard identification tools
- Hazard control tools
- Monitoring tools
- Corrective action tools
- Review systems
- Record keeping document

Food Safety Programs will also need to include information on the systems that are implemented for the whole business to ensure food safety, such as cleaning, pest control, staff training, and maintenance.

TOPIC 3 – HAZARD IDENTIFICATION AND HEALTH ISSUE LIKELY TO CAUSE A HYGIENE RISK

Identify food hazards that may affect the health and safety of customers, colleagues, and self

As discussed previously we have identified hazards in a general terms, however a hazard is any situation that may have the potential to cause an adverse health effect to any person who come into contact with the hazard. For example: a staircase driving a motor vehicle.

A Food Hazard is any biological, chemical, or physical agent in, or condition of, food with the potential to cause an adverse health effect to any who come into contact with the contaminated food product or food contact surface.

There are three main types of contamination:

- Physical – insects, hair, glass, metal, wood, other liquids.
- Biological – viruses, bacteria, parasites, moulds
- Chemical – cleaning materials, food additives, plant toxins (mould), fish toxins, heavy metals (mercury, lead)

Biological hazards:

Macro biological (this includes insects such as flies and cockroaches)

Microbiological (includes Bacteria, Fungi, Viruses, Microscopic Parasites, and Algae)

Pathogens - these are common to all foods. They originate in the intestines of mammals and carried on food. They are also carried by people and animals

Physical hazards:

Foreign objects such as glass, wood, stones, sticks, insects, plastic, jewellery

Chemical Hazards:

Acids

Bleach

Caustic substances

Cleaning products such as toilet cleaners, disinfectants, mildew remover and chlorine bleach

Mycotoxins (e.g. aflatoxins produced by fungi)

Heavy Metals

Food Additives

Chemicals should be stored in a well ventilated cool dark space which is a lockable area, which must be away from food storage areas and have a certified MSDS (Material Safety data Sheet) as in accordance with your Food Safety Plan.

Health issues likely to cause a hygiene risk relevant to food safety

Health issues that can cause food safety risks are bacteria or pathogens that are transmitted to people from the following sources.

Food-borne diseases

Food-borne diseases are viruses, bacteria, parasites and moulds that contaminate food and cause people to become ill from consuming the contaminated food products. These include:

Salmonella – one of the most common food borne diseases, symptoms include -
Diarrhoea, fever, abdominal cramps, headache

Gastroenteritis – inflammation of the stomach and intestine, symptoms include -
Nausea, abdominal cramps, vomiting, diarrhoea, headache, fatigue, fever,
muscle aches

E.coli – thrives in the intestinal tracks of humans, symptoms include - nausea, severe
abdominal cramps, watery or very bloody diarrhoea, fatigue

Botulism - A serious but rare illness, symptoms include – double vision, drooping
eyelids, slurred speech, dry mouth and difficulty swallowing, weak muscles

Shigellosis – intestinal infection, symptoms include – fever, tiredness, watery or
bloody diarrhoea, nausea and vomiting, abdominal pains

Hepatitis A – acute inflammation of the liver, symptoms include – jaundice, fatigue,
abdominal pain, nausea and vomiting, diarrhoea, fever, loss of appetite, dark
urine⁴

Airborne diseases

Airborne sources of diseases and contaminants are those where the bacteria, virus, parasites, or other contaminants are able to travel large distances through the air on dust particles or, more commonly, through droplets from the respiratory system of people.

Once these airborne sources come into contact with another surface, such as a bench, food item, or person, they will settle in and start to grow.

It is for this reason that food must stay covered in storage, and why you shouldn’t be working around food if you are unwell. More information on this later in the resource.

Any illness that is caused by the spread of microorganisms, bacteria, viruses, etc. are known as infectious diseases. They are called this because they have the ability to spread and infect many people quickly and easily.

⁴ <http://edis.ifas.ufl.edu/in722>.

Infectious diseases

- Hepatitis A & B,
- Common cold,
- Norovirus and
- Sars.

Food poisoning

It is important to note that once bacteria have entered a person's intestine they can continue to multiply. Although the person may eat food which is only contaminated with a few bacteria initially, they may end up with food poisoning.

Food poisoning occurs between 1 and 72 hours after consuming the contaminated food or drink. Symptoms may include:

- Stomach pain
- Cramps
- Nausea
- Vomiting
- Fever
- Headache
- Diarrhoea

People most susceptible to food poisoning are:

- Elderly
- Young
- Sick people

So what can us, as food handlers do in the prevention of food poisoning? We can take a few simple steps, and these are:

- Always maintain personal hygiene
- Keep the kitchen clean
- Handle food safely
- Cook high-risk food thoroughly
- Keep hot food hot and cold food cold

Cross-contamination

Cross-contamination occurs when bacteria from one food item are transferred to another. This is often the result of unwashed benchtops or cutting boards, unwashed kitchen utensils or unwashed hands. Cross-contamination is a serious issue as it can in turn lead to food poisoning.

Since dangerous bacteria are killed by cooking, the risk of cross contamination is highest where a bacterium from a food item that needs to be cooked contaminates food that doesn't need to be cooked. An example of this type of cross contamination is if a chef were to prepare raw chicken on a cutting board then use that same board to prepare fresh fruit or vegetables without washing it first.

Just as uncooked poultry is a source of salmonella bacteria, so are raw eggs. These are another common cause of cross contamination.

Cross contamination is far less likely to occur if good food safety procedures are followed. Good habits include the regular washing of hands, proper cleaning of kitchen utensils and the sanitisation of work surfaces. In commercial kitchens, different coloured cutting boards are used for the preparation of different foods such as poultry and vegetables. Doing so reduce the likelihood of cross-contamination.

Cross contamination is the **transfer** of one **contaminant** from one food or area to another food or area such as

Cross-contamination should never happen. However, there are several reasons why it does.

It can be due to:

- Lack of education
- Lack of training
- Laziness.
- Time constraints
- Staff not caring about their work
- Revenge (from staff or customer to a business)

There are many ways that cross-contamination can occur. It can sometimes simply occur by:

- Using a chopping board for more than one raw product
- Not wash hands properly or frequently
- Using utensils for more than 1 product
- Sneezing on food or surfaces
- Using a tea towel to dry dishes
- Food being stored in incorrect containers
- Wearing dirty clothing

An example of cross contamination during storage is:

- A raw chicken (which is considered a high-risk food) whilst thawing in a refrigerator being in contact with cooked meat. Bacteria from the raw chicken are then able to contaminate the cooked meat. If the cooked meat is not heated again before eating, the bacteria from the chicken are subsequently passed on to the person consuming the meat.

An example of cross-contamination during handling is:

- When preparing uncooked fish which is contaminated with salmonella bacteria, a person uses a knife and cutting board to cut it up. If the knife and the cutting board are not thoroughly washed and the person then slices cooked ham using the same knife and board, the bacteria will then be transferred to the ham.

Cross-contamination can be avoided when people follow correct procedures for example: once you have finished using one product clean down the work area, use a new chopping board, wash your hands thoroughly and dry them well.

Bacterial growth and the danger zone

What are bacteria?

Bacteria are microorganism’s that are found on every single exposed surface. It comes in many different forms and has many different side effects. It is a simple thing that can expand at a rapid rate to create a larger problem. Bacteria have a number of certain elements that will excel in their growth.

These are:

- Time – in ideal conditions one single bacterium can multiply to 2,097,152 within 7 hours
- Temperature – bacteria is best grown between 5°C - 60°C. This is known as the danger zone
 - Note: If you freeze food or go colder than 5°C it may not kill the bacteria but only slows its growth. Some bacteria can survive up to a year at -20°C.
- Nutrients – most foods are a good source for bacterial growth
- Water – without water bacteria may slow growth or stop completely, that’s why dried foods don’t spoil
- Light
- PH – the correct measure of acidity or alkalinity for example citric acid or lactic acids

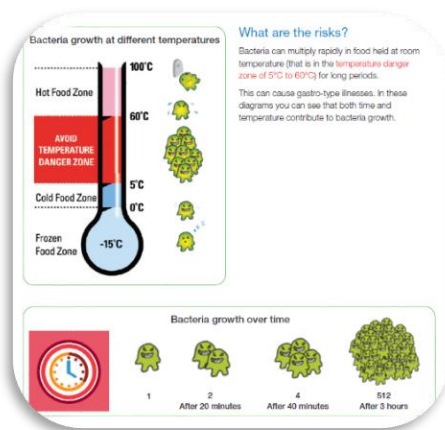
When the perfect conditions are met, bacteria will be able to double their numbers every 20 minutes or so. What this means is if you have a food item with 100 dangerous bacteria on it, in the perfect conditions there would be over 51,000 bacteria in three hours.⁵

The Danger Zone

Although everything we have discussed so far is relevant to the safe handling of food the temperature at which we store things makes a huge difference.

The danger zone is a major temperature gauge, anyone handling food should know about. It is the measure of the temperature at which bacteria thrives, between 5°C - 60°C.

There are also temperatures at which food is best stored and served, as these temperatures are outside of the danger zone and can vary depending on the type of storage that is required.



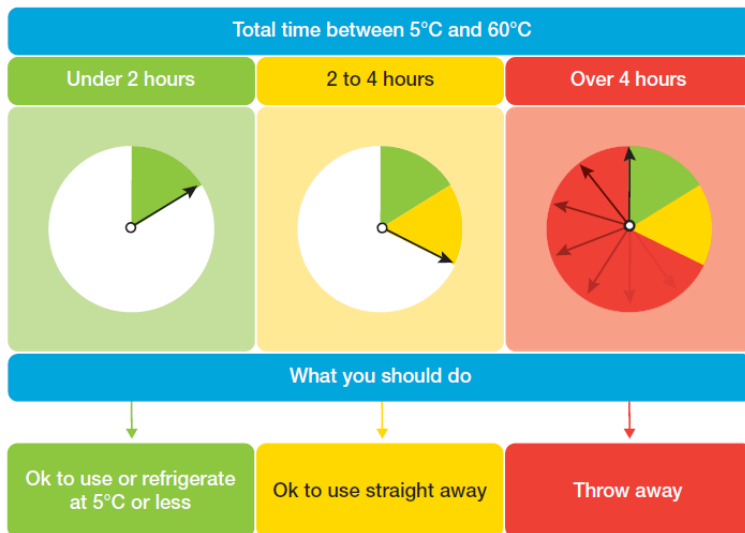
Temperature storage and control and the 2-hour/4-hour rule

Prevention of contamination is one of the most critical aspects of food safety. An important part of contamination prevention is ensuring that foods are correctly stored. Vegetables and meats should be placed in airtight containers (Stainless steel) and then stored in the freezer for future use.

2-hour/4-hour rule

When preparing food, you have a small window of time that it can be safely held in the danger zone without creating a food poisoning risk. This time period is known as the 2-hour/4-hour rule.

⁵ <http://www.health.gov.au/internet/publications/publishing.nsf/Content/ohp-enhealth-manual-atsi-cnt-l~ohp-enhealth-manual-atsi-cnt-l-ch3~ohp-enhealth-manual-atsi-cnt-l-ch3.8>.



Within the first 2 hours (green zone) there are three options for the food: it can be used immediately, returned to refrigeration at or below 5°C, or reheated to 70°C or above. But you must keep track of this time and subtract it from the total 4 hours

After the first 2 hours of being in the danger zone, food must be either used up or thrown out. It should not be returned to refrigeration or reheated. Once the total time of being in the danger zone reaches 4 hours, then the food must be thrown out.⁶

The storage of hot food (Cooling)

Hot food should be cooked and kept above 60°C which is outside the danger zone or when cooling hot food down for cold storage it should be cooled for no longer than 1 hour on the bench then it must be refrigerated immediately to bring the temperature down as quickly as possible to minimise time in the danger zone.

If it is a large quantity of food that you are trying to cool food, break it down into smaller portions, so it becomes easier to bring the temperature down. While the cooling process is happening, it is best to stir the product to allow even cooling and a quicker cool down period.

When you're reheating a hot product from cold try to take it above 70°C as quickly as possible to again reduce its time in the danger zone. Remember when using bain-marie equipment ensure the temperature is above 60°C before place food into it.

The storage of cold food

All cold storage food should be kept at 5°C or below or if in the freezer at -15°C or colder. When using cold food try to keep it in the fridge as much as possible, this will keep it in the right temperature area and out of the danger zone.

The storage of frozen food

When thawing frozen food, follow first place it in the refrigerator to thaw over a period of time, not in a sink of cold water or out on the bench. This creates a perfect environment for

⁶ http://www.foodauthority.nsw.gov.au/_Documents/industry_pdf/4_hour_2_hour.pdf.

bacterial growth and must be avoided as much as possible. Never refreeze food that has been thawed!

The storage of dry goods

Other foods such as grain products, spices and sugar, whilst not requiring freezing should be stored in containers which provide an effective barrier to airborne pathogens such as bacteria.

Following a food safety plan does not only reduce the risk of contamination but can also save a business money.

Correct storage of food means that it is less likely to spoil and subsequently result in unnecessary wastage.

Following the correct procedures stretches the food budget, and subsequently allows businesses to operate at a lower cost.

Remember food must always pass through each step of the danger zone

High-risk foods

High-risk foods are the types of food that are affected by food poisoning bacteria far more easily than other food types, and as such will need to be taken care of. High-risk foods are broken down into several categories which include:

- Raw and cooked meat
- Dairy products
- Eggs and egg products
- Small goods
- Seafood
- Cooked
- Prepared salads
- Ready to eat foods
- Packaged foods that have been opened⁷

All these foods and many more are classified as high-risk foods. Correct procedures must be followed at all times when handling them.

⁷ http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/Food_safety_when_cooking?open.

TOPIC 4 – REPORT UNSAFE PRACTISES THAT BREACH HYGIENE PROCEDURES PROMPTLY

To be able to identify poor organisational practices you first need to be able to identify what good organisational practices are.

Poor practice occurs when one or more procedure is not followed. Here are some examples of poor practices:

- Poor temperature controls (not monitoring and recording regular refrigerator temperatures)
- Not following cleaning procedures
- Poor personal hygiene

It is essential that food handlers are given clear instruction on what is expected of them for hygiene procedures. Staff members need to know their food safety responsibilities.

Food premises need to manage food safety by ensuring that staff:

- Are able to locate and follow workplace information regarding their own food handling operations.
- Are able to identify and correct (or report) situations or procedures that do not meet your business’s agreed workplace practices; and
- Know and understand their responsibilities with respect to health and hygiene requirements

It is a legal requirement of all food businesses to ensure that they are providing food which is safe and suitable for people to consume. This is done by following the set food safety control requirements.

When the food safety control requirements are not met, the incident must be reported immediately to supervisor, manager or other relevant personnel, to lead to corrective measures.

The corrective action that is taken will need to either fix the food safety hazard or prevent the food from being consumed. There will also need to be procedures implemented to prevent the hazard from reoccurring. All corrective actions that are taken will need to be recorded.

The most common methods of common corrective actions include:

- Rejecting deliveries of unsuitable or unsafe food products

- Disposing of out of date food products and items which are not able to be identified
- Organising equipment repairs or service
- Organising pest control services

When a problem with a food product is identified and corrective action taken, it will need to be reported to the person in charge of the food production.

Remove or minimise the hygiene hazard and report as appropriate for follow-up

When you suspect that a food product has been contaminated by a hazard, or there is an outside hazard that may cause a hygiene risk to food, you will need to report it and take follow-up action as required.

When reporting hazards, you will need to inform your supervisor, or other relevant personnel, and verbally report the hazard. You will then, most likely, be asked to show them the hazard so they can visually assess the risk. Some workplaces will have you fill out a written document for record-keeping purposes.

Common hygiene hazards in the food industry are separated into two main groups, personal hygiene and environmental hygiene. Some of these can include:

- Personal:
 - Poor grooming
 - Open cuts or wounds
 - Not washing hands appropriately
- Environmental
 - Poor procedures for waste handling, cleaning, storage of food, or pest control
 - Dirty/unsanitary equipment and surfaces
 - Malfunctioning fridges or freezers

Action will then need to be taken to remove or minimise the hazard. This can be done through various means such as:

- Removing the contaminated food products and either making them safe for use again or disposing of them
- Cleaning any areas that are causing a hygiene hazard
- Changing procedures where required
- Maintenance of equipment or facilities

Every food handler’s top priority is ensuring that their food products are safe and suitable for use, which is why it is extremely important to remove hygiene hazards.

It is then important that the cause of the hazard and the control measures used are monitored to ensure they do not cause any new hazards, and to track whether the control measures are working as intended.

Activity - Scenario 1

You arrive at work in the morning and as you walk into the back door of the kitchen, you notice that the benches seem unclean and the floors have some slippery shine to them. As you walk across to the staff area, you can notice a distinct pungent smell of bleach in the kitchen, which you cannot seem to find.

You turn all the lights on and start to look for the smell but it’s difficult to see under the benches as it is quite dark in some places. As you keep setting up for the day, you notice multiple lights out and you cannot seem to get one of the fridge doors to close.

A delivery arrives and you do not seem to have time to accept this delivery properly so you instantly sign the invoice and leave the stock inside the back door of the kitchen, as two staff members have not turned up yet.

What should you do? List what you would do this situation below.

Hazards _____

Corrective actions _____

Reporting structures _____

Tools to use _____

Activity - Scenario 2

You are halfway through your shift, it has been a rather busy lunch service and you are running extremely low on the ‘Fish of the Day’, your head chef asks you to start preparing some more for lunch service.

As you go into the cool room you notice that it feels quite warm in there as the door was slightly open, you also notice that the fish is uncovered and has been placed on the top shelf.

As this is happening you see another chef back from a break and commence preparation duties using a brown cutting board to prepare chicken. You also notice that he has not washed his hands and is wearing a dirty uniform. You ask him to wash his hands, but his response is the hand washing basin is defrosting chicken now.

What should you do? List what you would do this situation below.

Hazards _____

Corrective actions _____

Reporting structures _____

Tools to use _____

TOPIC 5 - REPORT ANY PERSONAL HEALTH ISSUES

Report personal health issues likely to cause a hygiene risk & Report incidents of food contamination resulting from personal health issues

When you are ill, you have a responsibility to customers, clients and staff to ensure you do not handle food. Handling food whilst ill may cause many others to fall ill as well. If you are feeling unwell, you must see a Doctor and get a medical certificate stating that you are unfit for work. It is your duty not to contaminate food and surfaces to prevent passing on infectious diseases to other people.

For example:

- If you are coughing or sneezing, you must either remove yourself from the food preparation area or stay at home
- If you have an infection in a cut or abrasion, you must cover it with a watertight bandage before entering the food preparation area.
- If you have a contagious disease, you must stay at home. For example, flu, gastroenteritis, etc.

If you become aware of any issues of possible food contamination caused by either yourself or someone else, it is your duty to report them as soon as possible.

Some issues that should be reported are:

- Not washing hands
- Colds and flu
- Sneezing on food
- Not washing hands after smoking or toilet
- Soiled clothing
- Inadequate personal hygiene

It is your responsibility to ensure reporting procedures are followed to maintain a safe environment for staff and customers.

Cease participation in food handling activities where own health issue may cause food contamination

When you have a health issue that may cause food contamination, it is essential that you do not go to work, or if you begin feeling sick at work that you remove yourself from work and inform your supervisor to your condition.

There are several symptoms for personal health issues that can cause food contamination, including:

- Runny nose
- Coughing
- Sneezing
- Fever
- Vomiting
- Diarrhoea
- Rash

Any of these symptoms can be the first signs of a hygiene hazard to food products.

With more severe symptoms, such as fever, diarrhoea, vomiting, and rash, it is essential that you seek doctor’s advice and not return to work until 48 hours after the symptoms have stopped.

By ensuring that you have an awareness of personal health issues, you will be able to help prevent the spreading of illnesses and diseases through the workplace to other personnel and customers.⁸

In accordance with the food standards code you must provide your workplace with a clearance prior to returning to work.



⁸ <http://cambridge.edu.au/go/download/?f=20154&t=3174>

TOPIC 6 - PREVENT FOOD CONTAMINATION

Maintain clean uniforms, wear required personal protective clothing, and only use organisation-approved bandages and dressings

Poor personal hygiene is a leading factor of reported foodborne illnesses. As such, it should be one of the main focus areas of your workplace’s food safety program. Some of the poor personal hygiene can be attributed to bad personal habits when handling food.

Bad personal habits to avoid when working with food:

- Scratching
- Licking fingers
- Picking of the nose or ears
- Touching open cuts or sores
- Wiping hands on clothing
- Smoking
- Spitting
- Blowing into bags that food is to be placed in
- Touching hair
- Touching parts of the body while handling food

A person preparing food may at some stage scratch themselves, touch their hair or rub their nose. All of these activities will contaminate the hands with bacteria. If this happens, the individual should wash their hands prior to any further food handling to avoid the bacteria being passed to the food.

If a person is handling food sneezes or coughs near uncovered food, then it is highly likely that the food will become contaminated with bacteria. Any food which is suspected to be contaminated in this way should be discarded. Likewise, licking one's fingers while handling food is another way in which harmful bacteria can contaminate food.

Personal hygiene

Personal hygiene is not only for self-presentation, but it also plays a key role in maintaining hygienic food handling techniques.

Some of the key hygiene actions that must be adhered to in order to avoid food-borne illnesses are:

- Wearing clean clothes

- Food preparation clothes are not worn to the place of work, but changed into at the place of work
- Hair is tied back, and a hat or hair net is covering any stray bits of hair
- Wear disposable gloves and use tongs
- Protective clothing must not be worn outside the food preparation area
- Tissues are preferable to hankies and dispose of them immediately after use
- Shower and wash hair regularly
- Change gloves whenever you change activities and do not touch surfaces, equipment or parts of the body while wearing them
- Do not cough spit or sneeze on or near food
- Change preparation gloves whenever you change activities
- Remove items from pockets because they may fall into the food

When you are sick, you should not be around food. The risk of spreading the infection to food is high and can infect others very quickly. You should never handle food when sick.

Personal protective equipment (PPE)

It is important that all staff wear the appropriate clothing and PPE in the work environment to protect against safety hazards. PPE may be used to protect body parts such as eyes, face, ears, hands and feet.

When handling food and chemicals in a kitchen or a food environment the standard PPE to be worn would be:

- Gloves
- Masks
- Aprons
- Leather shoes
- Chain mail gloves
- Hand mitts

Employees are responsible for:

- Not placing themselves or others at risk of injury
- Using PPE that is provided
- Participating in consultation processes associated with selection, use and training in relation to PPE

Prevent food contamination from clothing and other items worn

Your clothing can also become a source of cross contamination with food products. When you are handling food, you will need to ensure you are wearing the appropriate clothing for the safe and hygienic handling of food.

Your uniform will be the standard Chef Grade jacket, pants, cap, and apron. These pieces of clothing are specially designed to both be hygienic and protective. A good pair of steel capped boots with non-slip soles are also recommended.

It is essential that you ensure that your clothing is clean when you get to work. The best way to do this is to wear normal clothes on your way to work and get changed into your uniform when you arrive. Then when you finish your shift, change back into your street clothes and have your uniform cleaned.

Some kitchens will supply you with a uniform to wear that is taken from you after your shift and cleaned overnight.

Your clothes aren’t the only items that you wear which can pose a risk to food safety. On every person, there are items that you wear that can harbour bacteria and contaminants. These include:

- Rings
- Earrings
- Watches
- Band-Aids
- Dirty clothes
- Hair
- Caps
- Nose and facial rings
- Jewelry

In a food handling area, these things should be kept to a minimum:

- All jewelry should be removed whilst working with food as food can get stuck under rings and in the stones, etc... And can fall into food
- Caps should be washed regularly to remove skin cells and sweat
- Hair should always be tied up and in a hair net or cap
- Clothes should not be worn to and from work as germs and bacteria can be picked up along the way and transferred to the food or food surfaces
- Band-Aids should be changed regularly and should be waterproof to prevent contamination. Band-Aids should be a blue colour

In all cases, a little thought and following procedures in your workplace should prevent the contamination of food and thus the illness of staff and customers.

If you notice any of the above issues whilst monitoring staff member during work hours you will need to correct their issues and record and/or report them for future reference. These reports must be accurate and timely and include all the information relevant to the topic.

Prevent unnecessary direct contact with ready to eat food

It is extremely important that you remember to minimise the direct contact you have with ready to eat food.

Ready to eat food is any food item that can be prepared, cooked, and stored then served with very little other preparation required, such as sandwiches, cakes, charcuterie, etc.

They get the name from the fact that they are ready to be eaten at any time, without the need for additional cooking processes.

However, this is where the potential issues can occur. As the food has already been cooked, it is more susceptible to contamination as there is no further cooking involved.

If you contaminate the food, your customer then eats it, and they can become sick. So always limit the amount of contact you have with ready to eat food so you can protect your customer’s health and well-being.

The 2-hour/4-hour rule applies to all ready-made food as well.

Ensure hygienic principles are maintained with food contact surfaces

Along with ensuring your own personal hygiene is kept up to standards and not handling food in a way that can create a food safety hazard, you will also need to ensure that you are not contacting food and food contact surfaces in a way that can create a food hygiene hazard.

Food contact surfaces are any surface that directly contacts food during its life. This includes benches, cutting boards, storage containers and trays, utensils, and even your hands.

Because of the high amount of contact with food that these surfaces will have, it is important that they are constantly kept clean and sanitised after they have been used, between tasks, or when swapping from raw foods to cooked foods.

The safest material to use in a commercial kitchen is stainless steel for all food contact surfaces. The main reason why is because stainless steel doesn’t degrade and has the smoothest surface to minimise bacterial growth.

Use hygienic cleaning practices that prevent food-borne illnesses

All food preparation areas should undergo regular sanitisation. All utensils used in the preparation of foods such as pots and pans, knives forks and spoons should be washed in hot soapy water or run through a dishwasher after use. Following this process helps minimise the opportunity for bacteria to use food residue to breed and contaminate food the next time the utensils are used.

Cleaning procedures

Cleaning a kitchen regularly and thoroughly removes materials that allow the growth and spread of bacteria.

Cleaning removes dirt and grime

Sanitising is the process of destroying microbes that can contaminate food.

A regular cleaning schedule should be in place in every kitchen you work in, it tells you everything in the kitchen that needs cleaning, how regularly it should be cleaned, and when it was last cleaned. This type of recording is in place for a reason; it is to ensure that everything that should be done is done.

Food and rubbish should be disposed of as regularly as needed. Rubbish bins should not overflow and be allowed to spill out onto the floor.

A standard cleaning process for pack down of any area will consist of a basic skeleton structure you can easily follow:

- Pre-clean – remove excess food waste by sweeping, wiping, or pre-rinsing.
- Main clean – loosen surface waste and grease using a detergent and hot water
- Rinse – remove loose food waste, grease, and detergent.
- Sanitise – heat with hot water or more common chemical spray (Citric Acid)
- Air dry

By following this simple procedure, you can ensure you’ve done the best you can to ensure all surface areas are free from bacteria.

Floors are one of the many things that often get overlooked or are just not done thoroughly enough. You should always use hot water and a chemical cleaner. When washing a floor, you should follow the procedure below:

- Thoroughly sweep all areas you can gain access to first
- Wet the floor with hot chemical-based water first
- Scrub to loosen anything that may be stuck to the floor
- Using a squeegee pull all the water to the drain
- Do a final dry mop of the entire area

TOPIC 7 - PREVENT CROSS CONTAMINATION BY WASHING HANDS

Wash hands at appropriate times and follow hand washing procedures consistently

Correct hand washing techniques are one of the simplest ways of preventing contamination. Unfortunately, it often gets overlooked.

It may seem a simple task, but there is more to it than people realise.

When washing hands there is a procedure that will ensure you have washed all bacteria away:

- Wet hands with warm water
- Use enough soap to provide a generous lather
- Work the lather between your fingers and around the nails making sure every area of the hand is properly lathered and scrubbed
- Rinsing hands with warm water, wash from the tips of your fingers down to the wrist, this allows the fingers to be as clean as possible. This should be done for 30 seconds. (singing Happy Birthday 3 times is a good gauge for 30 seconds)
- Dry hands well using disposable paper towel or air dryer

When should you wash your hands?

- Before commencing or recommencing work with food
- After smoking, coughing, sneezing, or blowing the nose
- After touching rubbish
- After going to the toilet
- After eating and drinking
- After touching any part of your body

Wash hands using appropriate facilities

Appropriate hand washing facilities must be designed, constructed and located in order to:

- Minimise the risk of food contamination
- Allow for easy and effective cleaning
- Allow for easy and thorough cleaning of adjacent areas
- Ensure that they don’t provide harbourage for unwanted pests

Taps should have water flow sensors, soap dispensers should be located close to the taps, and disposable paper towels or hand dryers should be readily accessible.

Along with using the correct hand washing technique, it is important that you are using the appropriate facilities.

Appropriate hand washing facilities must be designed, constructed, and located so that:

- There is no likelihood that they will cause food contamination
- They can be easily and effectively cleaned
- The adjacent floors, walls and ceilings and other surfaces can be easily and effectively cleaned
- They do not provide harbourage for pests
- They have taps with sensors to activate water flow
- The water that is dispensed is hot
- Soap dispensers are close to the tap
- Paper towel or hand dryers are close by

These facilities will need to be regularly cleaned and maintained to ensure they are hygienic and working correctly.

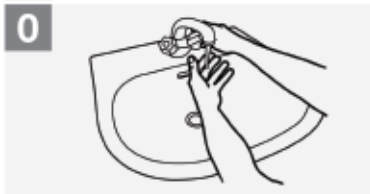


How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 Duration of the handwash (steps 2-7): 15-20 seconds

 Duration of the entire procedure: 40-60 seconds



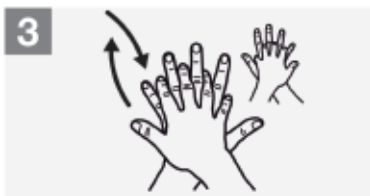
0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



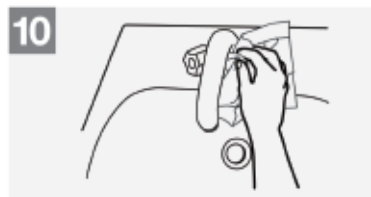
7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



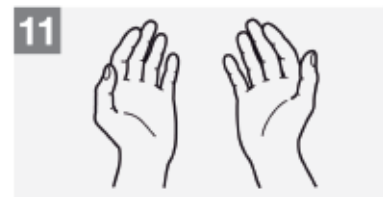
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



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Based on the 'How to Handwash', URL: http://www.who.int/gpsc/5may/How_To_HandWash_Poster.pdf © World Health Organization 2009. All rights reserved

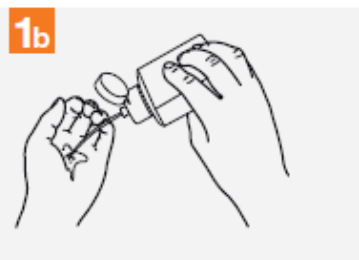
How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

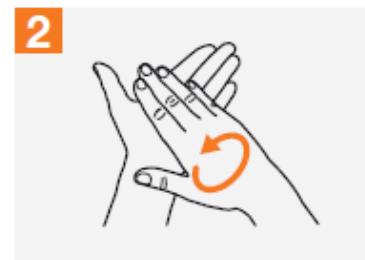
🕒 Duration of the entire procedure: 20-30 seconds



1a Apply a palmful of the product in a cupped hand, covering all surfaces;



1b



2

Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4

Palm to palm with fingers interlaced;

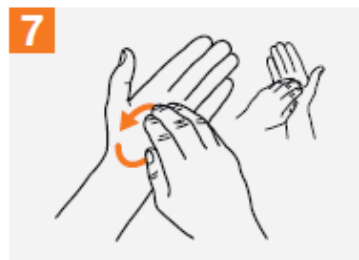


5

Backs of fingers to opposing palms with fingers interlocked;

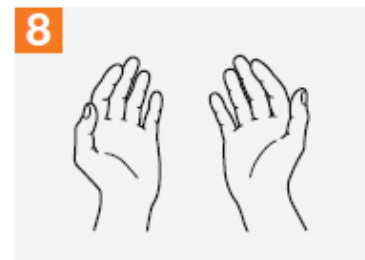


6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7

Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8

Once dry, your hands are safe.



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Scenario 3

The chef has instructed you to close the kitchen this evening, which is a great honour that you do not want to let them down. As you are nearing the end of the shift, you can feel that the dishwasher is not as hot as usual due to overuse. Also, when placing food in the cool room you notice some old stock placed in the back and not rotated correctly. With this it is extremely hard to determine what to do in this situation as the head chef is not there, what systems or procedures will you take in this situation, in terms of reporting and or communication

What should you do? List what you would do this situation below.

Hazards _____

Corrective actions _____

Reporting structures _____

Tools to use _____

SUMMARY

Now that you have completed this unit, you should have the skills and knowledge required to use personal hygiene practices to control contamination of food that might cause food-borne illnesses.

If you have any questions about this resource, please ask your trainer. They will be only too happy to assist you when required.

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NOTES
