

SITXFSA001

Use hygienic practices for food safety



CONTEMPORARY

DYNAMIC AND EXCITING

HOSPITALITY

ENTER THE VIBRANT WORLD OF HOSPITALITY

LEARNER GUIDE

SITXFSA001

Use hygienic practices for food safety

Release 1

Learner guide

Aspire Version 1.1

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Contents

Before you begin	iv
Introduction Use hygienic practices for food safety	1
Topic 1 Food safety hazards, regulations and programs	2
1A Health hazards	3
Activity 1: Infectious and airborne diseases	7
Activity 2: Bacteria and food poisoning	10
Activity 3: Contamination	12
1B Laws, regulations and regulators	15
Activity 4: Laws and regulations	17
Activity 5: Local government regulators and consequences for failing to observe laws	20
Activity 6: Food hazards in specific industry sectors	23
1C Food safety programs	24
Activity 7: Food safety programs and HACCP	27
Workplace example for Topic 1	28
Summary of Topic 1	29
Topic 2 Personal health and hygiene	30
2A Hygienic work practices	31
Activity 8: Hygienic practices, procedures and reporting	33
Activity 9: Preventing food contamination	37
Activity 10: Hygienic cleaning practices	40
2B Hand-washing procedures	41
Activity 11: Hand washing	43
Activity 12: Procedure for washing hands	45
Workplace example for Topic 2	46
Summary of Topic 2	47



Before you begin

This learner guide is based on the unit of competency *SITXFSA001 Use hygienic practices for food safety*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

Your trainer will advise which parts of the learner guide you need to read, and which activities you need to complete. This learner guide will help you in your training.

Icon	Feature	How you can use each feature
	Learning content	Read each topic. Speak to your trainer if you need help.
	Activities	Activities give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which activities to complete.
	Video clips	Where you see a QR code, you can use a smartphone or tablet to access video clips about the content. For information about how to download an app that will read the QR code, or for more help, visit our website: www.aspirelr.com.au/help
	Workplace examples	Workplace examples at the end of each topic show how your learning applies in practice.
	Summaries	Key learning points are provided at the end of each topic.



Introduction

Use hygienic practices for food safety

When working in the hospitality industry, you need to use personal hygiene practices to prevent contamination of food that might cause foodborne illness. It's also important to follow organisational procedures, and to identify and control food hazards.

Some procedures you need to follow in your workplace may relate to:

- health and safety instructions
- using personal protective equipment (PPE) correctly
- informing your supervisor or employer about hazards and injuries in your workplace
- cleaning
- preparing and storing food and beverages.

When working in the hospitality industry, you must comply with the requirements contained in the Australia New Zealand Food Standards Code.

What you will learn

In this learner guide, you will learn about hygienic practices for food safety and how they relate to the activities you do when you handle food and touch food preparation surfaces.

This learner guide will help you understand:

- identifying, analysing, controlling and reporting health hazards
- laws and regulations governing food safety
- personal health and hygiene practices in relation to food safety
- the importance of hand washing to prevent contamination.

Watch the unit introduction video [01m:08s] here.





Topic 1 | Food safety hazards, regulations and programs

The Food Standards Code and government regulations provide laws and guidelines aimed at preventing occurrences of food poisoning. It is up to everyone who handles food or who has contact with food surfaces in their job to follow food safety procedures to keep food safe for customers, clients, co-workers and themselves.

In this topic you will learn about:

1A Health hazards

1B Laws, regulations and regulators

1C Food safety programs

1A | Health hazards

A hazard is anything that has the potential to cause harm. There are a number of hazards associated with food that can cause illness or even poisoning. These are managed through food safety programs and information provided to the public.

If you handle food or touch surfaces used to prepare food, such as benches, you could contaminate food, which can cause illness to yourself and others. Food contamination largely occurs when hygiene practices are not followed carefully.

Food served in cafes, restaurants, market stalls and homes is more diverse than in past years, largely due to food trends and greater influences from around the world. This creates a range of health hazards, including:

- infectious diseases
- airborne diseases
- foodborne diseases
- biological, physical or chemical contamination

You may have read or heard about incidents of food poisoning or have personal experience of the discomfort and, in some cases, danger that can be caused by contaminated food.

Lily has just started work as a waitress and she is having a discussion about food safety with Dave, a chef.

Read the discussion between Lily and Dave.

Lily



Hi Dave, I haven't seen salami included in our menu dishes before. Is that what you are cutting up over there?

Dave



Hey Lily, yeah it's a new product we are trying from a new supplier.



I heard it is a risky product to handle. Last Christmas someone in Victoria died and six others were really sick. You have to take care refrigerating those foods and then cooking them to the right temperature.



That's right. Listeria is in deli meats, hot dogs, meat spreads, raw milk, dairy products and smoked salmon. Listeria is very dangerous, which is why I always follow the safety food practices and use the right chopping board.



From what I know of our supervisor, Ahmed, he would expect nothing less. Ahmed told me that meat is one of the high-risk foods. Do you know what the others are?



Of course. The other high-risk foods are poultry, dairy, seafood, eggs, lentils and legumes, as well as dishes with starch such as pasta.



Wow! There can be lot of bacteria in food.



There is and some people face a higher risk than others. Young children, pregnant women, the sick and elderly need to be very careful with the food they eat and who prepares their food. This is because their immune system is not as strong as others.



Hmm... so is that why hospitals and childcare centres have such strict food safety standards?



Yes. But we all need to be as diligent as possible when handling food for anyone. That includes being thorough about our personal hygiene, and how we store, prepare and cook food and drink.

Did you know that worldwide over 350,000 people die every year from food poisoning, with lots more people who are hospitalised?



That's shocking! It makes me realise how good it is that we have the right hand-washing facilities and other personal protective equipment here for us to use to keep us all safe.



Yeah and staff training is also important, as well as our food safety program. It helps us monitor the safety and cleanliness of the restaurant.

If you ever have any questions about it, ask me, but I think it was covered pretty well in your induction.



Yes, I will and thanks. I'd better get back to clearing the tables!

Infectious diseases

Infectious diseases are caused by micro-organisms, such as bacteria, viruses, parasites and fungi. They can spread from one person to another either directly or indirectly.

Examples of infectious diseases include influenza (flu), shingles, measles, whooping cough, staph infections and gastroenteritis.

In contrast, non-infectious diseases, such as cancer and heart disease, can't be spread from one person to another.

It is important not to work when you are ill, especially if you handle food. Infectious diseases can spread in small drops of saliva when coughing or talking. Contamination can also occur from direct contact such as shaking hands, touching a door knob or a dirty tea towel.

You can take simple measures to prevent disease transmission, like washing your hands and wearing gloves.

You will read more about preventing food contamination later in this learner guide.

Airborne diseases

Airborne diseases are spread when droplets of saliva travel through the air due to coughing, sneezing or talking.

Viruses and bacteria can become airborne and infect another person.

Examples of viruses include meningitis and influenza (flu).

Bacteria and viruses can be spread and infect another person when an infected person:

- breathes on food
- coughs or sneezes on a surface
- makes direct contact with another person.

What do you think a food handler should do if they have a cold?



The common cold

The common cold is a good example of an airborne disease that we are all familiar with.



If you have an airborne disease, you should take the following steps:

- Avoid close contact with people. This is especially important when you are around vulnerable people such as the elderly and very young.
- Stay home when you are sick. It is often better to stay at home than to go to work or school and spread germs.
- Cover your mouth when you cough or sneeze. Use a tissue to cut down on the possibility of transmitting germs on your hands.
- Wash your hands thoroughly and often, especially after sneezing or coughing. When you are working you must take precautions to keep customers and clients safe. For example, always wash your hands after shaking hands with someone.
- Avoid touching your face and other people with unwashed hands.



Activity 1: Infectious and airborne diseases

Check your understanding of health hazards.

Read each statement and select yes or no for each one.

Question 1 Which of the following statements are correct about infectious diseases?

- | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| a. Joe has been diagnosed with the flu, which is not infectious. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Heart disease is an example of a non-infectious disease. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. If your job involves food handling, it is best to go to a doctor when you are ill and not return to work until the doctor says you can. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Question 2 Which of the following statements are correct about airborne diseases?

- | | | |
|--------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| a. Airborne diseases are spread when droplets of saliva are in the air due to coughing, sneezing or talking. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Viruses and bacteria can infect others if they come in contact with the surface of a bench. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. Viruses and bacteria can become airborne, but they can't infect another person. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Click to
complete
Activity 1

Potentially hazardous foods and foodborne diseases

Foodborne diseases can occur from natural contaminants in food from high-risk food groups.



The Australia New Zealand Food Standards Code defines potentially hazardous foods as food that has to be kept at certain temperatures to minimise multiplication of any food-poisoning bacteria that may be present in the food or to prevent the formation of toxins in the food. A toxin is a harmful matter caused by bacteria in food.

Potentially hazardous foods must be kept at 5°C or colder, or at 60°C or hotter. This is to minimise the growth of bacteria that could cause food poisoning and to stop toxins from growing. Some of these foods contain bacteria such as salmonella or listeria. They should be cooked thoroughly and stored correctly.

High-risk and potentially hazardous foods include:

- raw, cooked and processed meats and meat substitutes, such as tofu
- poultry, eggs and egg products
- all canned goods once opened
- shellfish, crustaceans and fish
- dairy and dairy products
- salad, coleslaw and fruit salad
- cooked rice and pasta
- beans and legumes, such as chickpeas, that are partially cooked or reconstituted (restoring food to its natural state)
- stuffings and offal
- dried food that has been reconstituted.

You can read more about foodborne illnesses by searching for 'Foodborne illness' at: www.health.gov.au.

Bacteria and food poisoning

Certain types of bacteria in food can cause food poisoning.

In the following example, Lily has some questions for Dave about the growth of bacteria and the effect of food poisoning.

Read the discussion between Lily and Dave.

Lily



Hi, Dave. Can you tell me about bacteria and how it grows?

Dave



First, you need to know that bacteria needs certain conditions to survive. This includes a specific:

- temperature range
- amount of time to multiply
- oxygen level
- moisture level
- pH level (how acidic food is).

If you don't control these conditions, the bacteria will grow and produce the toxins that make us sick. In any job that requires food handling, the organisation you are working for should have policies and procedures to store, handle and cook food safely. It is worth asking what these are as they will expect you to follow their food safety policies and procedures.



So what symptoms could I expect if I had food poisoning?



Good question! The effects of food poisoning can be mild or very serious.

Mild symptoms include vomiting, diarrhoea, fever, chills and weakness, which can make you feel very unwell.

Serious effects include brain and nerve damage, kidney failure and even death.



What can I do to avoid these foodborne illnesses?



Put simply, you should handle high-risk foods as little as possible and monitor all cooking times.

Also, to help with monitoring bacteria, the food will need to be stored outside the danger zone. This means the food should either be kept below 5°C, or kept at or above 60°C. This will slow the growth of bacteria.



Activity 2: Bacteria and food poisoning

Read each statement about bacteria and food poisoning, and select either true or false.

Question 1 Temperature, time and level of oxygen affect bacteria's chance of survival.

* True

* False

Question 2 The effect of food poisoning is always very serious.

* True

* False

Question 3 Food stored below 5°C or above 60°C will slow the growth of bacteria.

* True

* False

Click to
complete
Activity 2

Contamination

Contamination means making something impure or unclean. Something that causes contamination is called a contaminant.

Food can become contaminated when bacteria, foreign particles or chemicals come into contact with it. Some types of bacteria are pathogens, causing disease.

Standard 3.1.1 of the Food Safety Standards Code defines a 'contaminant' as any biological or chemical agent, foreign matter or other substance that may compromise food safety or suitability. It defines contamination as 'the introduction or occurrence of a contaminant in food'.

It also provides details of different types of contamination, as outlined here.

Biological contamination

Biological contaminants include mould, viruses, parasites and insects. Raw food contains bacteria which is also a biological contaminant. If raw food is cooked thoroughly, to over 75°C, most bacteria will be killed.

If food that has been cooked comes into contact with raw food or any other contaminant, bacteria can contaminate this cooked food. This is called cross-contamination.

To avoid this, take the following steps:

- Do not use the same knives, chopping boards or other equipment for different types of food.
- If it is not possible to use different equipment, wash equipment thoroughly in hot soapy water.
- Follow your organisation's colour chopping board system.
- Clean and sanitise equipment before each use.
- Wash your hands as per hand-washing recommendations.
- Thoroughly rinse all fruit and vegetables in clean water.
- Always use clean tea towels to dry food.

Physical contamination

Physical contamination is the most identifiable cause of food spoilage. It can be intentional or accidental, but either way the food will be contaminated to the point where it is unable to be consumed and may cause harm.

The most common examples of physical contamination are things such as:

- bandaids
- labels
- hair
- pieces of steel wool from cleaning
- pieces of plastic or glass.

To help avoid this contamination you should use the personal protective equipment (PPE) provided by your workplace (for example, gloves and hair ties). You must follow the policies and procedures that are in place. Always be diligent with the work you do to ensure the safety of the food you handle.

Chemical contamination

Common causes of chemical contamination include cleaning products, fly spray, and unwashed fruit and vegetables.

Oxidation is another type of chemical contamination. Apples, pears, fats and wines are good examples of foods that will oxidise. For example, oxidation may occur when cut fruit is exposed to the air and reacts with the oxygen, causing the fruit to turn brown.

You can watch videos on cross-contamination and other food safety advice at:
<http://foodsafety.asn.au/video-resources>.





Activity 3: Contamination

Think about the sources of food contamination that you have read about.

Read each statement and select either true or false.

Question 1

Raw beef that comes into contact with cooked beef is causes chemical contamination.

True

False

Question 2

Hair in food is a physical contamination.

True

False

Question 3

Unwashed fruit is a potential source of a physical contamination.

True

False

Question 4

Food that is cooked according to the organisation's procedures is a hazard.

True

False

Question 5

An unclean tea towel is a source of biological contamination.

True

False

Question 6

Using fly spray in a food preparation area is an example of a physical contamination.

True

False

Question 7 What hazards may affect the safety of customers, co-workers and yourself when you are handling food?
Match the potential hazard on the left to its description on the right.

- | | |
|------------------|-------------------------------------------------------------------------------------|
| * Raw chicken | * This is a physical contaminant that can't be digested and may contain bacteria. |
| * Oxidised apple | * This is a biological contaminant, which should be kept separate from cooked food. |
| * Bandaid | * Chemical contamination has occurred because food has been exposed to air. |

Click to
complete
Activity 3

Identify health hazards when handling food

Health and safety is about keeping everyone safe: your customers, co-workers and yourself. It is everyone's responsibility to do the right thing.

Each workplace has policies and procedures in place, not just because it is a legal requirement, but also to protect staff and customers. The procedures are there to maintain everyone's safety and to help you complete tasks in a logical order.

Food must be stored, prepared and handled in a safe manner. You need to keep food items, equipment and premises safe by reporting and fixing any identified issues. You will also be expected to follow specific workplace policies.

Health and safety is about identifying hazards and taking actions to minimise risks to everyone you interact with at work.

These are two hazards to watch out for that may affect the health of customers, co-workers and yourself.



Identify food spoilage

You need to be aware of and notice changes in the appearance of the food, including its colour, texture, sound (such as bubbling) and smell. Its taste can also indicate that it's spoiled. You must discard anything that is spoiled – if in doubt throw it out!

If you can minimise food spoilage, you can help to reduce food poisoning in your workplace.

Identify food contamination

You cannot always see, smell or taste contamination in food, so following correct practices such as consuming food before its use-by date are important.

Food poisoning is not always easy to identify, which can make it difficult to determine what food was contaminated and why. Food poisoning can incubate in the body for up to six weeks. If the cause cannot be found, action to prevent it from occurring again might not be taken.

1B

Laws, regulations and regulators

Food handlers work in a wide range of settings and handle food for a variety of clients. The risk of hazards depends on both the setting and the type of customers you are working with.

Consider differences between these settings:

- restaurants, cafes, clubs, hotels, bars and tour operators
- attractions, functions, events, exhibitions and conferences
- educational institutions, including childcare centres
- aged care facilities
- correctional centres, such as prisons
- hospitals
- defence forces
- cafeterias, kiosks, canteens and fast food outlets
- residential catering
- in-flight and other transport catering.

Consider how risky a foodborne infection such as a cold might be to someone who is in hospital with a reduced immune system.

When dealing with food that is provided to customers, it is important that to do everything you can to make the food safe for consumption. The food and beverage industry has been separated into classifications. These classifications help to businesses and employees determine and set critical limits for the storage, production, preparation and service of food.



Food safety laws and procedures

Laws and regulations are developed to protect everyone's safety when consuming food and drinks.

It is your employer's responsibility and your responsibility as an employee to participate in hygienic practices. This includes following:

- your organisation's food safety program
- food safety laws, Standards and regulations set by the Commonwealth, state and territory governments and local councils
- procedures for hygienic practices, including hand-washing and cleaning procedures.



The Department of Health, which is part of the Commonwealth Government, develops policies to protect the safety of the public when they consume food and beverages. For example, it has developed policies on health and nutrition to guide Australians to making healthier choices.

State and territory governments then develop and implement legislation, in which the policy becomes an enforceable law. Examples of these laws are the Queensland *Food Act 2006* and the Tasmanian *Food Act 2003*. The acts specifically state what a food business and its employees must or must not do by law, and include details of penalties.

The local council is then able to enforce these laws in the workplace. For example, environmental health officers are employed by the council to monitor food safety at businesses selling food in their local area.

All these government bodies work together to provide Australia and New Zealand with strong food safety standards. The standards apply to:

- food safety programs and practices
- business premises that prepare or sell food
- equipment and practices used to prepare and serve food, including serving food to vulnerable people.

You can find information about food safety and standards that apply to food handlers at:

- www.foodstandards.gov.au.

Australia New Zealand Food Standards Code

All food businesses operating in Australia and New Zealand have codes and standards that they must work within to operate legally and to maintain the safety of staff and customers.

Standard 3.2.2 of the Food Safety Practices and General Requirements sets out food-handling controls for:

- receiving, storing and processing food
- displaying, packaging and transporting food
- disposing of and recalling food.

Other requirements relate to:

- the skills and knowledge of food handlers and their supervisors
- the health and hygiene of food handlers
- cleaning, sanitising and maintaining the food premises
- cleaning, sanitising and maintaining equipment.

These requirements ensure that food does not become unsafe or unsuitable. To operate, food businesses must comply with this standard and all food handlers they employ must meet their responsibilities

The Food Standards Code applies widely in the food industry. For example, labels on canned foods must follow the Food Standards Code.

Many state, territory and local government food safety authorities produce plain English versions of regulatory documents.

You can find examples of these at the food standards website (www.foodstandards.gov.au). Search for user guides to the Food Standards Code.





Activity 4: Laws and regulations

Check your understanding of food safety laws and regulations.

Read each statement and select either true or false.

Question 1

Laws and codes outline the responsibilities and rights of an employer and their employees.

* True

* False

Question 2

The Commonwealth, state/territory and local governments are involved in regulating the food industry.

* True

* False

Question 3

Some standards apply only to food handlers.

* True

* False

Question 4

Only the Commonwealth Government is able to develop food safety laws.

* True

* False

Click to
complete
Activity 4

Local government regulators and consequences for failing to observe laws

Local councils classify and register food businesses according to the type of food they serve, under what circumstances and who they serve it to.

They employ environmental health officers (local government regulators) to audit food premises, including ensuring correct food-handling procedures are in place. Environmental health officers are great sources of knowledge. Part of their role is to share this knowledge and further information related to health issues, food recalls and food safety.

In the following example, Lily has some questions about environmental health officers and what happens if you don't follow laws and procedures.

Read Lily's questions and Dave's responses.

Lily



Hi Dave, I know that environmental health officers are local government regulators, but what sort of power or authority do they have?

Dave



Environmental health officers actually have quite a bit of authority. They have the power to enter a premises at any reasonable time, with or without permission. They can also collect food samples from any area of the workplace and send those off for testing.



It sounds like they could have quite an impact on a business! Do they have any other powers?



Absolutely. Environmental health officers may also issue infringement notices. Infringement notices specify any issues they witnessed during their audit and detail a time frame for improvement. You can see how important it is to follow food safety programs and good hygiene practices!

Another thing, if an environmental health officer believes that public safety is identified as being at risk they will issue a shut-down notice.

This means a clean-up will be required. The premises may even be closed down.



Wow! That is a bit drastic, isn't it?



Yes it is, but failing to observe food safety laws and organisational policies and procedures can have fatal consequences as people can die of food poisoning. There are other damaging consequences for businesses too, like penalties and prosecution, not to mention damage to the business's income and reputation. Businesses can face fines of up to \$500,000 and individuals risk fines of up to \$100,000 and/or two years imprisonment if they negligently mishandle food.



Is the public likely to find out?



Reputation has a big influence on the success or failure of a business and the public can quickly find out if a business has been prosecuted. Some councils put up a notice on the premises about the fine or shut down, and it often makes the news.

Details of offences by businesses that do not comply with the Food Standards Code are published on food authority websites under the 'Register of penalty notices' section. Many are listed as: 'Failed to maintain the food premises to the required standard of cleanliness'.

You can read examples of non-compliance at: www.foodauthority.nsw.gov.au/penalty-notices.

The food authority website in your state or territory will also have examples of non-compliance.



Activity 5: Local government regulators and consequences for failing to observe laws

Question 1 Check your understanding of local government regulators and consequences for failing to observe laws and procedures.

Select all that apply.

- Environmental health officers have the power to enter a premises at any time, but must have permission.
- Environmental health officers have the power to issue infringement notices.
- Failure to observe food safety laws can have fatal consequences.
- Details of offences by businesses that do not comply with the Food Standards Code are available to the public.

Click to
complete
Activity 5

Industry classifications

Food businesses are classified for safety and regulation purposes when they are registered with local councils.

This is based on the food being served and the level of risk posed to clients it is served to. The level of risk depends partly on the client group; for example, elderly people and young children have more difficulty fighting illness.

In the Victorian system of classification illustrated below, you can see that regulations are less strict in Class 3 and Class 4 businesses than Class 1 and Class 2 businesses as the risks in serving food are not as great. Other states and territories classify food businesses in a similar way.

Use the internet to find the industry classifications for your state or territory.

Class 1

Businesses that handle and serve potentially hazardous foods to high-risk groups, e.g. hospitals, aged care homes and childcare centres.

Class 2

General retail and food businesses that serve high-risk food to the public, e.g. restaurants, cafes, delicatessens and caterers.

Class 3

Includes fruiterers selling cut fruit, wholesalers of pre-packaged fresh food and bakeries.

Class 4

Businesses with low-risk packaged goods such as confectionery.

Food hazards in specific industry sectors

Food businesses have specific issues because of the quality of the food that is served, the nature of the business and the characteristics of customers.

The following provides a brief explanation of hazards, and sources and effects of microbiological contamination of food in each classification.

Each classification has the same workplace hygiene hazards when handling food and food contact surfaces:

- bacterial
- chemical
- physical.

Classification	Examples of industry sectors and food safety hazards	Sources of microbiological contamination	Other causes of contamination and foodborne illness
Class 1	<ul style="list-style-type: none"> • Early childcare, aged care and hospitals including hospice care. • Kitchens in care centres that serve high-risk food to vulnerable people. 	<ul style="list-style-type: none"> • Hazardous food groups such as meat, dairy, seafood and poultry 	<ul style="list-style-type: none"> • Lack of personal hygiene • Cross-contamination • Poor storage • Incorrect cooking temperatures • Allergic reactions • Bacterial growth
Class 2	<ul style="list-style-type: none"> • Restaurants, hotels, tour operators, event catering, cafeterias and fast food outlets. • Businesses that handle unpackaged potentially hazardous foods that need correct temperature control during the food-handling process. 	<ul style="list-style-type: none"> • Hazardous food groups such as meat, dairy, seafood and poultry 	<ul style="list-style-type: none"> • Lack of personal hygiene • Allergic reactions • Cross-contamination • Poor storage • Incorrect cooking temperatures • Bacterial growth
Class 3	<ul style="list-style-type: none"> • Kiosks, canteens, convenience stores, milk bars and wholesalers. • Businesses that supply or handle unpackaged low-risk foods, or sell pre-packaged potentially hazardous foods that need refrigeration to keep them safe. 	<ul style="list-style-type: none"> • Selling low-risk foods (pre-packaged or unpackaged) • Selling pre-packaged high-risk foods • Reheating and selling pre-packaged foods • Other lower risk activities 	<ul style="list-style-type: none"> • Lack of personal hygiene • Cross-contamination • Poor storage • Incorrect reheating temperatures • Bacterial growth
Class 4	<ul style="list-style-type: none"> • Bottle shops, pharmacies, green grocers, wine tastings. • Businesses that have pre-packaged confectionery, uncut fruit and vegetables, and simple sausage sizzles where the sausages are cooked and served immediately. • Food-handling activities that pose low risk to public health. 	<ul style="list-style-type: none"> • Fruit, vegetables, canned goods and dried products • Some ready-to-eat meat products such as sausages 	<ul style="list-style-type: none"> • Lack of personal hygiene • Cross-contamination • Poor storage • Incorrect cooking/ reheating temperatures • Bacterial growth



Activity 6: Food hazards in specific industry sectors

Check your understanding of food hazards in specific industry sectors.

Read what each person says and select either true or false.

Question 1 Class 1 food businesses serve food from hazardous food groups in restaurants, cafes and similar businesses.



* True

* False

Question 2 Class 2 food businesses serve food from hazardous food groups in restaurants, cafes and similar businesses.



* True

* False

Question 3 Food-handling activities in Class 4 food businesses pose low risk to public health.



* True

* False

Question 4 A typical food hazard for Class 2 food businesses is cross-contamination of food that is served to the general public.



* True

* False

Click to
complete
Activity 6

1C | Food safety programs

A food safety program outlines policies and procedures that are required by law and will also help to maintain the safety of the food, the customers and staff.



It is a legal requirement for all Class 1 and Class 2 food businesses to have a food safety program. Class 3 businesses are recommended to train staff in food safety and must keep simple food safety records. Class 4 has no compulsory requirements.

Records need to be completed to monitor the food and the food-handling practices in the workplace.

There is a very large range of organisational records that a workplace is required to complete. These include:

- Cleaning schedule
- Illness record
- Food handler training record
- Approved food suppliers list
- Goods receiving form
- Pest control inspection report
- Cold storage record

All records need to be completed accurately and consistently.

What is a food safety program?

A food safety program is a written plan that shows how your business will manage the safety of the food you prepare, serve, manufacture or sell.

It is your plan for serving safe food. You need to be able to identify and understand documents that are part of the plan and relevant to your work role.

Food safety programs are based on the principles of an internationally accepted system for reducing the risk of food hazards called Hazard Analysis Critical Control Point (HACCP).

Food safety programs must identify, evaluate and control hazards associated with the organisation's food processes. They look at food preparation from the time food is purchased from the supplier to the time it is consumed by customers.

The program provides guidance to:

- food handlers
- food safety supervisors
- environmental health officers
- auditors.

The food safety program must be reviewed annually to ensure it is still appropriate and fits with your business.

Hazard Analysis and Critical Control Point (HACCP)

A HACCP plan is a method that looks at how hazards can be identified, measured and controlled in the workplace.

A food business needs to serve safe food to their customers. To do this, the company needs an organisation-wide approach to food safety that will focus on preventing food illnesses and include a contingency plan for when an incident occurs.

A HACCP plan has seven principles to identify, analyse and control hazards, as shown in the following table.

Principle	Description
Principle 1: Conduct a hazard analysis	<p>Conducting a hazard analysis means recognising any potential hazards to food safety in the workplace. A plan should be put into place to prevent any danger from those hazards, which could include biological, physical or chemical contamination.</p>
Principle 2: Identify critical control points	<p>Basic critical control points have been identified by Food Standards Australia New Zealand. Critical control points are usually practices and/or procedures which, when not done correctly, are the leading causes of foodborne illnesses when handling food.</p> <p>Handling food may involve:</p> <ul style="list-style-type: none"> • receiving food • preparing food • processing food (cooking, cooling, re-heating, holding) • displaying and/or serving food • packaging food • transporting food • disposing of food. <p>Controls are needed at critical control points to prevent, eliminate or minimise food safety hazards as much as possible. For example, businesses that deliver pre-cooked food must ensure the food is safe when delivered. There may be a signed agreement with a supplier that food is delivered in a refrigerated truck.</p>
Principle 3: Establish critical limits	<p>Critical points need critical limits to prevent, eliminate or minimise food safety hazards as much as possible.</p> <p>These limits, including minimums and maximums, must be followed. Any breaks in limits will need to be addressed and dealt with.</p> <p>You can read a poster that explains the temperature danger zone, which is vital for the safety of high-risk foods, at: http://foodsafety.asn.au/wp-content/uploads/2016/05/FSC-TemperatureDangerZone-Graphic-FINAL.pdf</p>



Principle	Description
Principle 4: Monitor critical control points	Control points and limits must be monitored to check for any changes that can lead to risks.
Principle 5: Establish corrective actions	Establish a plan for specific corrective actions if a hazard arises at a critical control point.
Principle 6: Establish procedures for verification	Establish a number of processes to ensure that the HACCP process functions as intended and that the HACCP plan itself is not failing.
Principle 7: Establish record-keeping procedures	Record-keeping procedures should be set to ensure HACCP is always followed and implemented correctly. All employees involved in the process should be able to verify the steps they are responsible for.

When working in the different classifications of businesses, it is important that you understand which documents and records need to be completed as part of monitoring and controlling food safety. You can read more about HACCP at:

<http://www.haccp.com.au/services/haccp-food-safety-programmes>



Activity 7: Food safety programs and HACCP

Check your understanding of safety programs and HACCP.

Read each statement and select yes or no for each one.

Question 1 Which of the following relate to a food safety program?

- | | | |
|---------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| a. The food safety program must be reviewed monthly to ensure it is meeting requirements. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. The food safety program is a written plan that shows how to manage the safety of the food you prepare, serve and sell. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. The food safety program helps to identify, evaluate and control hazards in the organisation's food-handling processes. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Question 2 Which of the following relate to a HACCP plan?

- | | | |
|---------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| a. A HACCP plan is used to identify, analyse and control hazards. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Critical control points are high-risk areas that are the leading causes of foodborne illnesses in handling food. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. HACCP means Hazard Analysis and Critical Contamination Planning. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d. Receiving, preparing and processing food are examples of critical control points. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Click to
complete
Activity 7



Workplace example for Topic 1

A workplace should have plans and schedules in place for completing the food safety information. Templates should also be developed to complete induction training and ongoing training with staff.

Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Shaun arrives in the kitchen ready to begin work and follows the kitchen opening procedure:

1. He opens the doors and turns the lights on.
2. He changes into his uniform.
3. He washes his hands.
4. He inspects the workplace for pests and inspects storage areas for any signs of contamination to ensure all food is safe.
5. He disposes of any contaminated or out-of-date food.
6. He completes records for storage areas.
7. He identifies and resolves hazards as they arise.
8. He sanitises the benches.
9. He sets up the workstation.
10. Finally, he plans a logical work order for the preparation of food.

Watch the workplace example video [00m:52s] [here](#).





Summary of Topic 1

1. Food safety is everyone's responsibility.
2. There are three types of food contamination: physical, chemical and biological.
3. Bacteria can spread onto surfaces by breathing, coughing or sneezing on them.
4. Infectious diseases can spread by touching contaminated surfaces, such as a door handle.
5. Food poisoning can cause short-term and long-term symptoms and effects.
6. Early identification of hazards will minimise harm.
7. Commonwealth, state/territory and local governments work together to provide Australia and New Zealand with strong food safety standards.
8. Local government environmental health officers inspect venues to ensure safety and compliance.
9. Penalties can apply to all people in the industry who negligently mishandle food.
10. A food safety program will outline policies and procedures that are required by law and will also help to maintain the safety of the food, customers and staff.
11. HACCP documents and guidelines provide information about handling food safety at critical control points, such as when food is received and when it is stored.



Topic 2 | Personal health and hygiene

If you handle food as part of your work, what you do at work could directly affect the food and the customers who eat it.

A food handler is someone who directly handles food or touches food contact surfaces. This includes people who may only have contact with cutlery and crockery, such as a room attendant in a hotel. Many different roles require workers to use good hygienic practices to keep food safe.

You need to understand how you can protect food. You have a legal and moral obligation to make sure that the customers you prepare food for will be safe from food-related illness.

Your workplace should supply you with the equipment and supplies needed to prepare and handle food in a safe manner, including aprons and disposable gloves. You must take responsibility for your own actions and work within the policies and procedures in the workplace.

In this topic you will learn about:

2A Hygienic work practices

2B Hand-washing procedures

2A | Hygienic work practices

Food handlers have a legal responsibility to do everything they can to avoid making others sick.



The Australia New Zealand Food Safety Standards require that food handlers take all reasonable measures to make sure that nothing from their bodies or clothes contaminates food or surfaces used to prepare food. You can be prosecuted if you handle food negligently; for example, putting food that has fallen on the floor back onto a dish to be served. Follow workplace procedures and do not take shortcuts such as preparing food with bare hands instead of using gloves.

Food handlers should not:

- sneeze, breathe or cough over unprotected food or food surfaces
- spit, smoke or use tobacco in food preparation areas
- undertake any other unhygienic practices such as touching their nose, mouth or hair during food preparation
- work with food when they are unwell
- store personal belongings in food preparation areas
- sit or lean on food preparation benches or areas.

Follow procedures

Each workplace involved in handling food should have procedures to ensure hygienic work practices protect staff and customers.

Common hygiene procedures to keep food safe in all industry sectors and organisations involve:

- maintaining personal hygiene
- handling food and beverages safely and hygienically
- undertaking regular hand washing
- wearing suitable dress and personal protective equipment (PPE)
- following training and procedures, including procedures required by the Food Standards Code.

In industry sectors where high-risk foods are handled, you may need to follow additional procedures, including:

- storing food correctly; for example, discarding food that has been kept at room temperature for more than four hours
- avoiding cross-contamination; for example, by using utensils and wearing a uniform and gloves
- safe handling of dirty linen, including tablecloths, serviettes, aprons and towels
- storing, preparing, cooking and serving food according to the organisation's food safety program.

Report personal health issues and instances of contamination

You must protect customers and co-workers from any illness you experience before, during or after handling food or food contact surfaces.

If you experience vomiting or diarrhoea, or symptoms that indicate a cold or infection, report this to your supervisor immediately.

Sometimes you may learn much later that you have unknowingly been a carrier of an infectious illness such as Hepatitis A. If you think you may have contaminated food, you should report it straight away to reduce the risk of infection being spread further. If this is the case, the food will need to be recalled.

Report hazards to your supervisor quickly so that the safety in the workplace can be managed at all times. Certain serious food incidents must be reported so that health authorities can communicate with members of the public to minimise harm.



If you see another staff member not working in a safe manner when handling food, it is up to you to take action. You may need to talk to them and inform them of the potential risks. Always be tactful and consider any possible barriers to your message.

If this does not work, you will need to report the unsafe practices to your supervisor or manager.

Organisational procedures may require that you or your supervisor complete an incident report. Always complete these legibly and carefully. If you are unsure of how to complete one, ask your supervisor or a co-worker for help.

When a hazard is identified, take action to minimise it. Remove the hazard if possible and inform your manager or supervisor. For example, if you notice that some meat pies have been cooked and left in a cold oven, this indicated they have spent too long at an unsuitable temperature. Place the pies in a bin and advise your supervisor.

You can read about how governments respond to food incidents such as salmonella contamination of food at: www.foodstandards.gov.au/industry/FoodIncidents/Pages/default.aspx.



Activity 8: Hygienic practices, procedures and reporting

Check your understanding of hygienic practices and reporting requirements.

Read each question and select either yes or no.

Question 1

Lily told me she has a doctor's appointment today, so I reported this to our manager. Is this the right thing to do?

* Yes

* No

Question 2

This morning I woke up with a temperature, so I rang my supervisor and told her I wouldn't be able to work at the cafe. Is this the right thing to do?

* Yes

* No

Question 3

Theo told me that when I am busy it is OK to serve food and handle money without gloves. Is this right?

* Yes

* No

Question 4

Even though we hadn't started preparing the food yet, I was told not to sit on the kitchen bench. Is that right?

* Yes

* No

Question 5

George is a kitchen hand. He doesn't feel well and is sneezing a lot. He is not that sick, so I think he should keep working. Do you agree?

* Yes

* No

Question 6

It doesn't matter how you deal with dirty towels and aprons as they don't create hazards. Is that correct?

* Yes

* No

Click to
complete
Activity 8

Preventing food contamination

As a food handler, you have a responsibility to ensure that you work safely to maintain the safety of your customers. Part of this involves keeping your clothes clean and preventing food from being contaminated by clothing.

There are times when personal protective clothing will be required and you need to be familiar with what bandages are approved. Your workplace will have guidelines for this.

Lily has some questions for her manager, Dave, about preventing contamination.

Lily



Dave, there's something I don't understand. How does what I wear to work possibly contaminate food?

Dave



Hi, Lily. As you know, bacteria must not be allowed to contaminate food or food surfaces through contact.

Bacteria can get onto your work clothing and spread, which is why it must be clean, dry and uncontaminated at the beginning of your shift. It may also need to be changed regularly and should not be worn outside the food preparation area.



Do you have some specific tips about clothing?



Sure. Your long hair has to be tied back and restrained with a head band, clips or other ties. Nail polish is not to be worn and jewellery kept a minimum. In fact, it is better to avoid wearing jewellery altogether. There are times when you will also need to wear personal protective clothing, such as aprons and gloves.



I know that personal protective equipment is needed on a building site, but is it really used in the hospitality industry?



Yes it is! Personal protective equipment, or PPE, is used to protect you from hazards, such as a sharp knife. It also helps to protect you from contaminants and to prevent food from being contaminated.

For example, long-sleeved shirts and pants will reduce skin contact with food surfaces and contaminants, and will also help to protect you from burns.

Wearing an apron not only helps to protect your clothing from food stains, it also help to protect you from contaminants.

You should always wear sturdy, closed-in shoes to prevent injury from falling objects, including knives and hot oil.

Correctly fitting footwear will also help to reduce any long-term effects of being on your feet for a long time, which helps to reduce tiredness.



I have been told not to touch raw or ready-to-eat food. Why is that?



Good question! Ready-to-eat food items and raw foods like salads should never be directly touched by a food server. Foods that are not going to be cooked have no way of eliminating or reducing the bacteria that can be transferred from your hands. Utensils or gloves should be used as well as using separate plates or chopping boards for raw foods, and for cooked or ready-to-eat foods.

Wherever possible, use clean utensils rather than touching food with gloves. You do not have to use disposable gloves if you are using utensils, unless you may need to touch the food.

If you do use gloves, make sure you change them regularly. You should only use clean, safe, disposable gloves – and these should only be used once.

Gloves also help to protect you from disease; for example, if you need to touch raw chicken that may contain salmonella.



How often do I need to change disposable gloves?



I'm glad you asked. Disposable gloves need to be changed quite often, including:

- if they tear
- if they become contaminated or unclean
- when moving between raw and cooked or ready-to-eat food
- before and after going to the toilet
- after handling money
- after wiping your nose
- after taking a break
- after smoking
- after cleaning, including wiping benches, sweeping, mopping and washing dishes
- after removing rubbish and emptying bins
- when changing from one task to another.



I was told that if I cut my finger I have to cover it appropriately. But I didn't know how I should do that. Do you?



Of course. Most organisations have approved bandages and dressings as part of their workplace procedures.

For example, cuts and wounds should be covered with a blue bandaid, and kept clean and dry. This helps to prevent leakage from the wound when working with or around food. It may be necessary to cover bandages and dressings with waterproof coverings, especially for exposed parts of the body, such as the hands and face.

Blue bandaids are used because if they fall into food it is much easier to identify than a skin colour or transparent bandaid.

Watch a video [01m:17s] on why you should wear personal protective clothing here.





Activity 9: Preventing food contamination

Check your understanding of preventing food contamination.

Read each statement and select either yes or no.

Question 1 Which of the following can help to avoid direct contact with ready-to-eat foods?

- | | | |
|----------------------------------------------------------------------|------------------------------|-----------------------------|
| a. Avoiding touching food directly. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. Always use gloves rather than utensils. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. Use separate chopping boards when preparing cooked and raw foods. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Question 2 Which of the following are accurate statements about wearing PPE to prevent food contamination?

- | | | |
|-------------------------------------------------------------|------------------------------|-----------------------------|
| a. Aprons and gloves help to protect you from contaminants. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. PPE is recommended for food handlers, but is optional. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. PPE protects food and others from contaminants. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Question 3 Which of the following are accurate statements about ready-to-eat foods?

- | | | |
|----------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|
| a. Salads naturally reduce bacteria that can come from your hands. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. It is a good idea to use separate chopping boards for dicing cooked chicken and uncooked bacon. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. When handling raw chicken, there is no way to protect yourself from salmonella. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Click to
complete
Activity 9

Hygienic work practices for specific job roles

Everyone has a responsibility to prevent food contamination. The level of responsibility varies based on a person's job role.

Now that you have read about the various ways to prevent food from becoming contaminated, it is important to understand how this differs for different job roles in different sectors.

Everyone in every sector that handles or sells food has a responsibility to use hygienic work practices to prevent food contamination. However, if a food business is small and serves only low-risk foods, such as packaged goods, one staff member may be responsible for establishing and maintaining the overall hygienic work practices.

Here are the responsibilities for specific job roles.

Head chef



- Ensures all food safety and HACCP plans are developed and maintained.
- Ensures that laws and regulations are complied with.

Chef



- Completes cooking, preparation and storage of food in a safe and hygienic manner.
- Maintains the safety of the kitchen within the policies and procedures from the HACCP plan.
- Assists with training junior staff in hygiene and other daily tasks.

Caterer



- Cooks, prepares, stores and transports food in a safe and hygienic manner.

Kitchen steward



- Washes and sanitises dishes.
- Maintains the safety and hygiene of the kitchen.
- Prepares food following the supervisor's instructions.

Kitchen hand



- Washes and sanitises dishes.
- Maintains the safety and hygiene of the kitchen.

Bar staff



- Maintains hygiene and cleanliness.
- Prepares some food items under the supervision of a food safety supervisor.

Food and beverage attendant



- Serves customers with hygiene and safety in mind.
- Clears dishes and cleans tables.

Use hygienic cleaning practices

Hospitality businesses must maintain their venue and equipment to a high standard of cleanliness. This involves ensuring that garbage, recycled material, food waste, dirt and grease are controlled and kept to a minimum.

When fresh food comes into contact with dirty equipment or surfaces, bacteria will be transferred. This will include the surface area of the preparation and storage areas, and the utensils that are been used.

Sanitisers are designed to kill or limit the growth of bacteria. There are two types of sanitisers: heat and chemical.

Temperatures above 75°C can kill most bacteria. Commercial dishwashers operate above this temperature, making them an efficient way to sanitise large amounts of items in one go. Hot water from a tap will generally only reach about 53°C, which is not suitable for sanitising dishes.

Chemicals are used after detergents to sanitise. Sanitisers will kill and reduce the number of bacteria. Make sure your chemical sanitiser is 'food grade' and is diluted correctly. Check the label or with your supplier.

Follow this process when completing cleaning duties:

1. Pre-clean	Scrape, wipe or sweep away food scraps and rinse with water.
2. Wash	Use hot water and detergent to remove any grease and dirt. Soak if needed.
3. Rinse	Rinse off any remaining loose dirt or detergent.
4. Sanitise	Use a sanitiser to kill any remaining bacteria.
5. Rinse	Wash off sanitiser if required by the manufacturer's instructions.
6. Dry	Allow to air dry.

Remember that using hygienic cleaning practices must be followed to avoid foodborne illnesses.



Activity 10: Hygienic cleaning practices

Check your understanding of the process for completing hygienic cleaning practices.

Question 1 Number the steps you would follow for hygienic cleaning practices from 1 to 6.

- _____ Rinse: Rinse off any remaining loose dirt or detergent.
- _____ Pre-clean: Scrape, wipe or sweep away food scraps and rinse with water.
- _____ Dry: Allow to air dry.
- _____ Sanitise: use a sanitiser to kill any remaining bacteria.
- _____ Wash: Use hot water and detergent to take off any grease and dirt. Soak if needed.
- _____ Rinse: Wash off sanitiser if required by the manufacturer's instructions.

Click to
complete
Activity 10

2B | Hand-washing procedures

Hand washing is a vital part of food handling and is often completed ineffectively. Washing your hands is vital to reduce bacteria to a safe level.

To ensure hand washing is adequate and effective to prevent food poisoning, you need to understand how, when and why to wash your hands. You also need to make sure you are using the right equipment and facilities.

There are many occasions when you should wash your hands to avoid foodborne illness and to prevent contaminating food and others.

Watch the video on when to wash your hands [00m:46s] here.



Why you should wash your hands

To prevent food contamination you should wash your hands regularly whenever they have been exposed to contaminants.

The following table lists the times you should wash your hands and how to prevent hazards.

When to wash hands	Why hand washing is required
Before starting or continuing to work with food	<ul style="list-style-type: none"> You may have been exposed to contaminants in the meantime. In roles that require frequent starts and stops, there is a frequent need to wash hands.
After handling raw food	<ul style="list-style-type: none"> Raw food contains more bacteria than cooked food. Cross-contamination occurs when bacteria from raw food is transferred to cooked food.
After smoking, coughing, sneezing or blowing your nose	<ul style="list-style-type: none"> Small droplets of saliva can contain thousands of disease-causing microorganisms. Saliva can be transferred to your hands or directly onto the food you are handling. Everyone has different levels of bacteria and our immune systems handle bacteria differently. For example, a bacterial infection from contaminated food can have serious consequences for people with weakened immune systems.
After eating or drinking	<ul style="list-style-type: none"> Bacteria can easily spread from food or drink and from one person to another.

When to wash hands	Why hand washing is required
After touching the hair, scalp or any wound	• Bacteria thrive in these areas of the body.
After using the toilet	• After using the bathroom our hands can contain up to 200 million bacteria per square inch.
After coming into contact with chemicals	• Chemicals can cause cross-contamination which can get into food.
After disposing of or handling waste	• Germs and parasites can be transmitted from rubbish to people.



Activity 11: Hand washing

Check your understanding of hand washing.

Read each statement and select either true or false.

Question 1 After eating, drinking and after handling money you must wash your hands.

* True

* False

Question 2 It is not necessary to wash your hands before restarting to work with food.

* True

* False

Question 3 A basin should be designated for the sole purpose of washing hands, arms and face.

* True

* False

Question 4 Water for hand washing should be cold.

* True

* False

Click to
complete
Activity 11

How to wash your hands

Hand washing needs to be completed frequently, even if you are doing the same task for an extended period of time.

It is a good idea to wash your hands at least every hour or in between tasks to prevent contamination. It is vital to be thorough when washing hands to prevent the spread of bacteria.

Steps for washing hands properly:

1. Wet your hands with clean, warm running water in the hand-washing basin.
2. Lather your hands by rubbing them together with soap. Be sure to lather the backs of your hands, between your fingers and under your nails.
3. Scrub your hands for at least 30 seconds.
4. Rinse your hands well under clean, warm running water.
5. Air-dry your hands or dry them with a paper towel.

Watch the video [01m:09s] on the correct hand-washing procedure here.



Employers have a responsibility to provide proper facilities for staff to wash their hands.

These facilities should meet the following requirements:

- A designated basin should be provided for the sole purpose of washing the hands, arms and face. It should be easily accessible to food handlers at all times.
- Soap dispensers must contain enough soap for hand washing.
- Warm, running water should be provided, not still or cold water.
- An air-dryer or single-use paper towels with waste bins nearby must be provided.
- Hand-washing facilities must be in close proximity to toilets.

Posters are a great reminder for staff and should be displayed near hand-washing facilities.



Activity 12: Procedure for washing hands

Check your understanding of hand-washing procedures.

Question 1 Number the steps you would follow to correctly wash your hands from 1 to 5.

- _____ Scrub your hands for at least 30 seconds.
- _____ Lather your hands by rubbing them together with soap. Be sure to lather the backs of your hands, between your fingers and under your nails.
- _____ Dry your hands with a paper towel or air-dryer.
- _____ Wet your hands with clean, warm running water in the hand-washing basin.
- _____ Rinse your hands well under clean, warm running water.

Click to
complete
Activity 12



Read the following workplace example to see how the concepts you have learned are applied in a real-life situation.

Workplace example for Topic 2

Shaun is supervising Daniel on his first day in the restaurant. Daniel has never worked in a restaurant before, so Shaun runs him through the induction and shows him around the kitchen. Daniel then commences work.

After Daniel returns from his break, Shaun notices several things:

- He sees Daniel taking cold and flu tablets.
- He notices that Daniel is still wearing his apron when he returns from the toilet.
- He notices that Daniel starts to clean glasses without washing his hands first.

Shaun stops Daniel and explains all the things he has done wrong, including being at work when he is unwell, wearing his uniform outside the food preparation area and not washing his hands before cleaning glasses.

Shaun then completes an illness report so that there is record that Daniel has been unwell and at work to maintain record of the illnesses in the workplace.

Watch the workplace example video [02m:53s] [here](#).





Summary of Topic 2

1. Working with food means that the work you do will directly affect the food and the customers who eat it.
2. You have a legal responsibility to avoid making others sick.
3. You need to take precautions to work in a safe manner.
4. Eliminate or minimise all hazards as much as possible, and report them to your supervisor.
5. Use clean utensils rather than touching food.
6. Use gloves and change them when necessary.
7. Do not work with food if you are ill. Cover wounds with organisation-approved bandaids.
8. Hand washing is a vital part of food handling and must be done following correct procedures.
9. PPE will help to protect you and the food you handle.

