

2015

Food Safety Supervisor Course Learning Booklet



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Important Information Regarding Food Safety

While every effort has been made to ensure that the content of this workbook is correct, current and accurate at the time of release, and that the assessments conducted will result in a nationally recognised Statement of Attainment as required for a Food Safety Supervisor in NSW, it is important that those responsible for food safety to ensure that they stay informed and up to date with any legislative, regulatory or advisory information made available.

Information required to maintain up to date and accurate knowledge and to meet state and national requirements can be found on the following websites (viewed October 2010);

- NSW Food Authority – www.foodauthority.nsw.gov.au
- Food Standards Australia New Zealand – www.foodstandards.gov.au
- ACT Health - www.acthealth.gov.au

Just Careers Training accepts no liability for information contained in this guide beyond that which is required by the AQTF.

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Food Safety Supervisor Course Instructions – Learning Booklet

Instructions:

*This book has been designed as a Food Safety Supervisor Course ‘**Learning Booklet**’.*

*The contents of this book contain useful information required to successfully answer the 6 quizzes contained in the Food Safety Supervisor Course ‘**Quiz Book**’.*

*As a learner, it is up to you to ensure that you fully understand the contents prior to attempting and answering the 6 quiz’s located in the Food Safety Supervisor Course ‘**Quiz Book**’.*

Further information can be found in the following websites;

- www.foodauthority.nsw.gov.au
- www.foodstandards.gov.au

You may also like to consider the following;

- *Your current or past workplace (or where you are completing your work component for this course)*
- *Your past experience*
- *Any formal training program related to food safety that you may have completed.*

Remember: your trainer will be available at any time to help you develop the skills and knowledge required for this program.

*Once the quizzes have been attempted and completed, you are required to submit your Quiz Book **ONLY** to the following address:*

**Just Careers Training
Attn: Course Support
PO Box 55
MANAHAN NSW 2200**

Furthermore, do not discard this Learning Material Book as you may need it should you be required to re-attempt any incorrect quizzes.

Remember, if there is anything you are unsure about and you require support, please contact our Course Support Team via email on coursesupport@justtraining.com.au or by telephone on 1300 558 241.

(Please note that a response to your questions will be supplied to you within 24-48 business hours)

(Module 1) Personal Hygiene and Sanitation

Maintaining good personal hygiene is an essential part of minimising cross contamination and food poisoning in the workplace. This module explains how to maintain good personal hygiene in the workplace and the effects it can have on both our food products and customers.

“Under Food Safety Standard 3.2.2 Food Safety Practices and General Requirements, food handlers have an overall responsibility for doing whatever is reasonable to make sure that they do not make food unsafe or unsuitable for people to eat. Food handlers also have specific responsibilities related to their health and hygiene”

<http://www.foodstandards.gov.au/scienceandeducation/factsheets/foodsafetyfactsheets/healthandhygieneresp101.cfm>

So what does all of this mean?

As a food handler you have a responsibility to your employer, the customer and those you work with to ensure that you handle food, surfaces and equipment the proper way. Following good personal hygiene practices are steps forward to ensure that you do not make food unsafe or unsuitable for people to eat. Good hygiene practices can reach beyond just the immediate kitchen or food preparation area.

This also includes practices such as;

- Making
- Cooking
- preparing
- serving
- packing
- displaying
- storing food

You may also be involved in;

- manufacturing
- producing
- collecting,
- extracting
- processing
- transporting
- delivering
- thawing
- preserving food

1. Identify and demonstrate good personal hygiene practices

Personal hygiene practices include being clean and dressed correctly for the workplace. This is to protect against person to food contamination and cross contamination and also to ensure that the customer is confident that they will be receiving a high quality food product from your business. Preventing food contamination starts with a high level of personal hygiene, you don't need to be sick to contaminate food and food preparation areas.



Personal hygiene practices include:

- Proper hand washing procedures.
- Personal Presentation and Cleanliness
- Ensuring that all hair is appropriately tied up or cover with a net or cap
- Not touching unsanitary items such as body parts, hair etc near food
- Wearing jewellery as required by legislation
- Reporting of all personal illness, infections, wounds and cuts.
- Ensuring all wounds and cuts are correctly dressed and covered.
- Changing gloves at appropriate times.

By following good personal hygiene practices, you will ensure your business is:

- Providing safe food for customers
- Complying with laws, standards and regulations
- Minimising pests such as mice, cockroaches and rodents
- Ensure your businesses reputation is kept intact.

Legal Requirements

There are a number of laws that set out the standards for all food for sale in NSW. As a food handler it is important to be aware of these laws and your responsibilities. These include;

- National *Food Standards Code (FSANZ)*
- *Food Act 2003 (NSW)*
- *Food Regulation 2010 (NSW)*

Other laws which relate to food and promotion and packaging are enforced by other agencies, including:

- *Trade Practices Act 1974 (Cwlth)* - enforced by the Australian Competition and Consumer Commission
- *Trade Measurement Act 1989 (NSW)* - enforced by the NSW Office of Fair Trading
- *Fair Trading Act 1987 (NSW)* - enforced by the NSW Office of Fair Trading

<http://www.foodauthority.nsw.gov.au/industry/food-standards-and-requirements/legislation/>

There are a number of laws that set out the standards for all food for sale in the ACT. As a food handler it is important to be aware of these laws and your responsibilities. These include;

- National *Food Standards Code (FSANZ)*
- Food act 2001
- Food amendment act 2012
- Food regulation 2002

Other laws which relate to food and promotion and packaging are enforced by other agencies, including:

- *Trade Practices Act 1974 (Cwlth)* - enforced by the Australian Competition and Consumer Commission

<http://health.act.gov.au/health-services/population-health/health-protection-service/food-safety-regulation/>

Food Contamination

If strict personal hygiene practices are not adhered to food and food preparation areas can become contaminated by bacteria.

Contamination is when bacteria (i.e. germs and microbes), chemicals, or other contaminants (e.g. Glass, hair, fingernails, insects or bandages) are combined with food products.

Cross contamination is when bacteria from raw food products (Which is killed off during the cooking process) is mixed with or comes in contact with cooked or ready to eat foods.



Through contamination and cross contamination, food products can quickly become unsafe to use and if used could result in food poisoning.

As well as strict personal hygiene practices, we use a three step process of cleaning, sanitising and sterilising to minimise contamination and cross contamination.

Cleaning is the process of moving visible contamination such as dirt, grease and left over food items. This is done with warm water and detergent.

Sanitising is the process that kills off bacteria. This is achieved with various chemical and warm/ hot water.

Sterilising is the process in which all bacteria and its spores are destroyed. Again this is done with hot water and the use of chemicals. This is not necessary for all food utensils and food preparation areas.

Hand Washing Procedures

Hand washing is one of the most effective ways to minimise the contamination of foods with bacteria. **You should wash your hands:**

- Before and after your shift at work
- After using the toilet or restrooms
- After eating, lunch breaks, smoking, etc
- After sneezing, coughing or touching any body part including face, feet and hair
- After handling money , waste, contaminated foods and garbage
- After collecting used dining equipment such as glasses, cutlery and plates
- Before and after handling raw food products

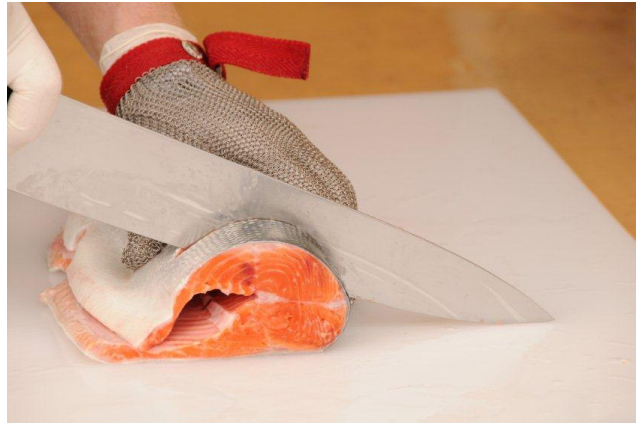
To ensure you are washing your hands correctly, follow the following steps:

1. Wet all hand surfaces thoroughly with warm water
2. Apply soap or skin cleanser
3. Vigorously rub and rotate your hands together
4. Palm to Palm, Palm over back of each hand, Palm to palm with interlaced fingers, tips and backs of fingers
5. Clean your thumbs and wrists
6. Rinse your hands thoroughly
7. Air dry or pat with a disposable paper towel.

The above process of washing your hands should take a minimum of 20 seconds.



2. Protective Clothing and Equipment



Along with personal hygiene it is important to use protective clothing and equipment to both protect yourself and protect the customer from food poisonings and dangerous equipments.

Protective clothing and equipment may include:

- Gloves – Plastic for handling both raw and cooked foods. Steel mesh gloves for using sharp knives and equipment and rubber gloves for cleaning, handling chemicals and handling rough materials.
- Hairnets, caps and other head covers – To prevent hair from contaminating food and also to protect hair from hot oils and flames.
- Masks, goggles and safety glasses are used to protect your face and eyes from hot oils, sparks and chemicals.
- Uniforms including aprons, shirts, pants and leather shoes are used to protect you from hot oils, water and chemicals as well as protecting the food from contamination.

To ensure you are wearing the correct protective gear in the correct way, check with your supervisor and make sure you read the instruction manuals if provided.

3. Safe Personal Movement in Your Work Area



When in your work area, it is important to be aware of your personal movement. Bacteria and other contaminants will move with you from area to area on your body, uniform, shoes, hair and protective equipment.

Remember to remove all protective clothing when moving from one work area to another i.e. from the wash up room to the kitchen, from the raw food area to the cooked food area and from your rest/ toilet breaks back into the food handling area.

It is important to follow the hand washing procedures demonstrated previously every time you move into a new work area.

4. Maintaining Personal Presentation



It is very important to present yourself in a clean, professional and well groomed manner to ensure you are representing your business appropriately. The image you project reflects the image of the business in the eye of the customer.

Maintaining personal presentation includes:

- Showering or bathing daily and using deodorant
- Ensure your hair is clean and tied back away from your face. If you are in the kitchen or handling food, hair should be tied back and covered with either a hairnet or cap, depending on your stores policies and procedures
- Keep fingernails short and clean. No nail polish or false nails
- Always wear a clean uniform, change during the shift if needed
- Clean shaven or neatly trimmed facial hair
- Do not wear perfumes or after shaves if handling food
- Ensure shoes are clean, tidy and in good condition.

Additional

What must a food handler do if she or he is sick?

If a food handler has a food-borne illness

Food handlers must tell their work supervisor if they have any of the following symptoms while they are at work - vomiting, diarrhoea, a fever or a sore throat with a fever. The only exception to this is if the food handler knows that he/she has these symptoms for a different reason. For example, a food handler may be vomiting at work because of pregnancy.

Food handlers must also tell their supervisor if they have been diagnosed as having or carrying a food-borne illness.

As well as reporting the food-borne illness, the food handler must not handle any food where there is a chance they might make the food unsafe or unsuitable because of their illness. Also, if a food handler stays on at work to do other work, he or she must do everything reasonable to make sure that they do not contaminate any food.

Note: Illnesses that can be passed on through food include Hepatitis A and those caused by giardia, salmonella and campylobacter.

If a food handler has skin injuries or sores or is otherwise unwell

Food handlers must tell their supervisor about any infections or conditions like a cold or other problem that may result in discharges from their ears or nose or eyes if there is any chance that they might make food unsafe or unsuitable for people to eat as a result of their condition.

Also, if they continue to handle food with such a condition, food handlers must do whatever is reasonable to make sure that they don't contaminate any food. For example, an infected sore could be completely covered by a bandage and clothing or by a waterproof covering if on an area of bare skin, and medication can be used to dry up discharges.

If a food handler knows or suspects he or she might have contaminated some food

Food handlers must tell their supervisor if they know or think they may have made any food unsafe or unsuitable to eat. For example, jewellery worn by a food handler may have fallen into food

<http://www.foodstandards.gov.au/scienceandeducation/factsheets/foodsafetyfactsheets/healthandhygieneresp101.cfm>

Remember first impressions count.

For more detail regarding Hygiene for Food Handlers you can visit the following websites and you can download additional fact sheets and information.

The NSW Food Authority www.foodauthority.nsw.gov.au

Food Standards Australia New Zealand www.foodstandards.gov.au

-----End of Module 1 Learning Material-----

Instructions:

Now that you have read the Learning Material relating to Module 1, you should attempt Quiz 1 in your Quiz book.

*Remember, if there is something that you are not sure about and you require support, please contact our Training Support Team via email on **coursesupport@justtraining.com.au** or via telephone on 1300 558 241.*

(Please note that a response to your questions will be supplied to you within 24-48 business hours)

(Module 2) Food Safety Programs

It is crucial that all food businesses have a food safety program in place. This module explains what a food safety program is, how to use it and how to implement it in the workplace.

1. Identify and interpret food safety program



A food safety program or plan is a documented and active system that identifies, monitors and helps prevent food hazards in the work place from occurring. The document outlines how to keep a clean and healthy working environment.

If you are a registered food business in NSW, it is recommended that you incorporate a food safety program. A food safety program is generally prepared by the store or by a specialised consultant also with the input of your suppliers. Food safety programs are generally modeled on the **hazard analysis and critical control point system** (HACCP), which is an internationally recognised system for food safety.

HACCP consists of the following seven principles:

1. Conduct a hazard analysis
2. Determine the critical control points
3. Establish the critical limits
4. Establish monitoring procedures
5. Establish corrective actions
6. Establish procedures for verification
7. Establish procedures for record keeping and documentation

2. Implementing the food safety program



As mentioned previously a food safety program / plan is a system used in businesses to ensure high quality food product for their customers. Not only does it help prevent food contamination, it also helps to decrease food spoilage and food waste which in turn has a positive effect on the profits of the business.

-----End of Module 2 Learning Material-----

Instructions:

Now that you have read the Learning Material relating to Module 2, you should attempt Quiz 2 in your Quiz book.

*Remember, if there is something that you are not sure about and you require support, please contact our Training Support Team via email on **coursesupport@justtraining.com.au** or via telephone on 1300 558 241.*

(Please note that a response to your questions will be supplied to you within 24-48 business hours)

(Module 3) Storing and Handling Food Products Hygienically

The storing and handling of food products in the workplace is an essential part of your food safety procedures and program. Here we will discuss how to store and handle food products correctly to minimise cross contamination and the risk of food poisoning to our customers.

1. Food storage requirements

As there can be many different types of food products in your business, it is important that you are aware of the different types of storage conditions needed for these products and also the specifics of these conditions. Please note that some food products naturally come with different types of bacteria, both good and bad.

Please note under the Food Safety Standard 3.2.2 *Food Safety Practices and General Requirements*

‘Store’ means any time when you are not receiving, preparing, processing, displaying or transporting food. For example, a container of food on a bench top is being ‘stored’ on that bench top.

There are three main types of storage for food products, these are:

1. Refrigerators are storage areas that keep food cold. Should you be storing food in a refrigerator then maintain a temperature of 5°C or below. Products that are stored in the refrigerator are generally fresh food items, such as milk, butter, fruit and vegetables and other items similar to your refrigerator at home.
2. Freezers are storage areas that keep food frozen. A specific temperature for frozen food has not been specified because as long as the food is kept frozen it will remain safe. However, the temperature may be important to maintain the quality of the product and storage directions on labels or provided by the manufacturer should be followed. Products that are stored in the freezer are generally delivered frozen and need to maintain this temperature to retain its quality e.g. Ice cream, frozen meats, frozen vegetables etc.
3. Dry store rooms are storage areas that should be kept at room temperature. This storage area should be free from any moisture and well ventilated. Examples products kept in the dry storage area are flour, breads, sugar, salt, pepper etc.

It is essential that you know what food product goes in what storage area, as incorrect temperature control can have a great impact on the chance of contamination, product quality and product shelf life. Temperature control must be maintained throughout the transport, delivery, storage, preparation, cooking and customer delivery stages, again this should be part of your food safety program / plan. It is important that food products are regularly checked with throughout each of these stages with proper calibrated temperature monitoring equipment.

Tips for food product storage:

- Ensure that all stock in the storage area is rotated.
- When storing food products, ensure all products are labelled correctly
- Some products may need to be segregated. This means that even though they might require the same storage area, you may need to keep them separated i.e. Raw food products with ready to eat products
- If you are unsure of which storage area a food product belongs in, seek the advice of your supervisor/ manager immediately

Food storage is about temperature control, you are required to keep potentially hazardous foods under temperature control

The following foods are examples of potentially hazardous foods

- raw and cooked meat (including poultry and game) or foods containing raw or
- cooked meat such as casseroles, curries and lasagne;
- small goods such as Strasbourg, ham and chicken loaf;
- dairy products, for example, milk, custard and dairy-based desserts such as cheesecakes and custard tarts;
- seafood (excluding live seafood) including seafood salad, patties, fish balls, stews containing seafood and fish stock;
- processed fruits and vegetables, for example salads and cut melons;
- cooked rice and pasta;
- foods containing eggs, beans, nuts or other protein-rich foods such as quiche, fresh pasta and soy bean products; and
- foods that contain these foods, for example sandwiches, rolls and cooked and uncooked pizza.

2. Handling / Transporting package food supplies

It is essential that all food products are transported safely between storage areas to ensure that no spoilage, contamination or damage occurs to the product. Food items are easily

susceptible to damage during the delivery/ transportation stage, this can dramatically decrease the “Best before dates” and even increase the chance of food contamination.

Under Standard 3.2.2 Food Safety Practices and General Requirements

Division 3 — Food handling controls

10: Food Transportation

A food business must, when transporting food:

- (a) protect all food from the likelihood of contamination;
- (b) transport potentially hazardous food under temperature control; and
- (c) ensure that potentially hazardous food which is intended to be transported frozen remains frozen during transportation

Food handling begins as soon as the food product enters the store and ends when the food product is delivered to the customer. Being this may be a lengthy process depending on the type of food product (i.e. Some frozen products may last up to six months in a frozen state), it is important that your business has specific food handling procedures in place.

Please ensure that all employees that handle food products have the skills, knowledge, policies and procedures available on how to handle, store and transport food products. This should be part of your food safety program/ plan.

When receiving and storing food products, you must ensure:

- That the product is not damaged
- That the product is still fresh and free of contaminants
- When receiving potentially hazardous food, take all practicable measures to ensure it only accepts potentially hazardous food that is at a temperature of:
 - (a) 5°C or below; or
 - (b) 60°C or above,
- When receiving potentially hazardous food, take all practicable measures to ensure that food which is intended to be received frozen, is frozen when it is accepted.
- Refrigerated and frozen products are directly transported to correct storage area to ensure correct temperatures are maintained
- Always use correct **safety equipment** and use correct **manual handling procedures**
- Be careful not to drop, damage or contaminate any of the food products.

3. Maintaining storage areas

In order to maintain the strict levels of cleanliness and food safety, it is important to maintain your food storage areas on a regular basis.

Under Standard 3.2.2 Food Safety Practices and General Requirements

Division 3 — Food handling controls

6: Food Storage

A food business must, when storing food, store the food in such a way that:

- (a) it is protected from the likelihood of contamination; and
- (b) the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food.

A food business must, when storing potentially hazardous food:

- (a) store it under temperature control; and
- (b) if it is food that is intended to be stored frozen, ensure the food remains frozen during storage.

Ensure that food storage areas that are well ventilated, out of direct sunlight, free from pests, waste and contamination. Maintaining your food storage areas should be part of your stores food safety program / plan.

Tips to help maintain your food storage areas:

- Create a daily cleaning checklist to ensure that the storage areas are free from rubbish, contaminated stock, pests and non food products
- All food products must be off the floor i.e. they must either be on shelving or on a pallet
- Rotate stock daily
- Have proper rubbish, recycling and waste storage areas away from food storage areas
- Contact supervisor/ management immediately if you see signs of pests and or rodents.

4. Food handling implements

Federal, State and local laws also apply for the way we handle food. It is important to know how to handle food and what implements to use when handling food. Your food safety program / plan should outline procedures on this process.

Food handling implements are created to ensure food can be safely handled and correctly without having to be touched. They may include:

- **Tongs** – Are used to move product in the preparation stages. Do not use the same tongs for raw and cooked food products as food cross contamination may occur.
- **Spoons / scoops** – Are used to scoop and move foods. Ensure you use a new clean spoon for each food product.
- **Spatulas / grill cleaning equipment** – Are used to cook and remove products from a cooking surface. Wipe clean after every use, with a sanitised towel.

Remember to check with your supervisor if you are not sure which food handling implement to use, or how to use it.

-----End of Module 3 Learning Material-----

Instructions:

Now that you have read the Learning Material relating to Module 3, you should attempt Quiz 3 in your Quiz book.

Remember, if there is something that you are not sure about and you require support, please contact our Training Support Team via email on coursesupport@justtraining.com.au or via telephone on 1300 558 241.

(Please note that a response to your questions will be supplied to you within 24 - 48 business hours)

(Module 4) Cleaning the Work Area

In this module we cover which work areas and equipment need to be cleaned and how to clean them properly to minimise cross contamination and bacteria growth.



1. Cleaning the work area

Keeping your work area clean and tidy is an essential part of your food safety program / plan and plays an important role in the fight against contamination and food poisoning. In addition to your policies and procedures on store cleanliness, it is vital to keep a high cleanliness standard in your store so as to abide by food safety standards. If an authorised officer from the NSW Food Authority or local council identifies a cleaning or sanitising issue that needs to be rectified, a variety of compliance actions can be initiated.

For further information on compliance action, see the NSW Food Authority Compliance and Enforcement Policy at www.foodauthority.nsw.gov.au/industry/audits-inspections-compliance/compliance/

Just because a work area looks clean, doesn't mean that it is free from harmful bacteria and contaminants. All areas in a business that are in contact with food are potentially danger zones for bacteria growth, for this reason it is essential that surfaces/ equipment that come in contact with food products are not only cleaned thoroughly but are also sanitised to kill bacteria and eliminate the threat of food poisoning.

For more detail regarding cleaning and sanitising you can visit the following websites and you can download additional fact sheets and information.

The NSW Food Authority www.foodauthority.nsw.gov.au

Food Standards Australia New Zealand www.foodstandards.gov.au



As discussed previously, all equipment/ surfaces that comes in contact with food needs to be cleaned in the following process:

1. Firstly, the piece of equipment or surface needs to be cleaned to get rid of all physical dirt and contaminants that are visible to the eye. This should be done with a detergent, cleaning brush and warm water.
2. Secondly, the piece of equipment or surface needs to be sanitised. This means that it is soaked in or covered with a solution of warm water and sanitising solution (Such as bleach or disinfectant).
3. Thirdly, air-dry the piece of equipment or surface. Do not wipe the piece of equipment or surface dry with a piece of cloth or paper towel, as this will only re-contaminate the piece of equipment or surface again.

2. Cleaning workplace equipment and surfaces



Work place equipment and surfaces that will need to be cleaned and sanitised may include:

- **Food utensils** – Knives, spatulas, whisks, spoons, tongs, slicers and cups.
- **Food preparation equipment** – Bowls, trays, baskets, containers, work benches and plates.
- **Equipment** – Grills, fryers, ovens, microwaves, dairy machines, drink machines, fridges and freezers.
- **Walls** – All walls that are tiled, painted and walls that come in contact with food products i.e. fridge and freezer walls.
- **Floors** – All floors in the store need to be regularly cleaned and sanitised, especially those in the food preparation, food storage and cleaning areas.

It is important to follow manufacturer's cleaning instructions and your stores policies and procedures. If you are not sure on how to clean a piece of equipment, speak to your supervisor/ manager immediately.

In Summary

- Keep benches and tables clean & dry. Wipe down and dry every time food is prepared or served from them.
- Keep kitchen equipment and tools clean & dry. Clean after each use.
- Only use clean plates, cups, utensils, chopping boards etc. Wash after each use.
- Keep tea towels clean & dry and wash them regularly. After using a tea towel to dry dishes, hang it up to dry. If using tea towels to wipe up spills, wash after each use.
- Clean sponges, scourers & dish brushes after each use. Rinse them in hot water and wring out. Alternatively, put them on a hot wash in the dishwasher. Leave to dry before using again.
- Discard sponges, scourers & dish brushes when they show signs of permanent soiling.
- For spills on the floor or messes from pets, it's best to use a single use paper towel.
- Don't let animals into the kitchen and eating areas, if possible. Keep animals' feeding bowls out of the kitchen.

3. Routine Maintenance

It is important to keep your store and its equipment well maintained. This not only helps reduce the risk of contamination and food poisoning, it also helps to increase the life of the equipment and save money in the long run.



Routine maintenance should be part of your food safety program / plan and completed regularly to minimise breakdowns and contamination. When performing routine maintenance on equipment, it is important to follow the maintenance guidelines set out by the equipments manufacturer. These are usually located in the equipments manual or can be accessed at the equipment manufacturer's website. In some cases routine maintenance needs to be completed by a qualified technician.

Examples of routine maintenance could be:

- Calibrating and checking equipment (e.g. thermometers and temperature controlling equipment)
- Detail cleaning all areas of the equipment and area
- Performing sanitising duties
- Sharpening blades
- Replacing wearable parts
- Lubricating parts
- Removing carbon / grime build ups
- Degreasing equipment / surfaces
- Tighten screws

When completing routine maintenance, remember to consider all OH&S aspects and to inform your supervisor / manager if you see any issues with the equipment you are performing maintenance on i.e. cuts in the electrical cable, broken parts or faulty switches.

If you notice any issues or serious wear to equipment, report them immediately to your supervisor / manager. If the piece of equipment is not working correctly, immediately cease using it and report the problem straight away. This is important as the piece of equipment may become very dangerous to use if not fixed and also if you don't tell anyone about the problem, it may not ever get fixed.

If you do injure yourself at work, report it immediately to your supervisor / manager and document the event in an events log or on an incident report.

5. Handling and storage requirements for cleaning chemicals

It is crucial that you follow the handling and storage instructions labelled on the cleaning equipment that you use. If you can't find this information, ask your supervisor/ manager for advice, as they may have experience with this product or know where the Material Safety Data Sheet (MSDS) is kept in the store. An MSDS is a sheet that contains all the vital information for that chemical i.e. How to handle it, how to use it, how to store it and first aid for accidents with the chemical.

A MSDS should be made available for all chemicals used in the business. Please contact the supplier of the chemical for a copy or more details. It is a good idea to keep the MSDS's with your food safety program / plan.

It is important to follow the instructions provided by the chemical manufacturer to minimise food contamination, damage to equipment, excessive waste of the resources and the chance of an OH&S incident occurring.

6. Waste disposal and pest control



As discussed previously, there are standards that your food business must comply with. As well as store cleanliness, they also incorporate waste disposal and store pest control.

Food preparation and storage areas must be free of rubbish and waste. Rubbish must be collected frequently to reduce the chance of overflow, spillage, pest and odour issues. Waste storage should be located away from all food preparation and storage areas. It's location should not attract rodents, animals or pests.

It is law that all businesses have adequate sewerage disposal systems in place. This includes ensuring that sewerage from toilets, drainage systems, wash areas and outside drains are quickly disposed of without causing any blockages or pollution.

Waste disposal tips:

- Liners should be used in bins
- Bins should be cleaned daily
- Bins should have lids
- External bins should be covered and locked
- Food and general waste should be separated
- Waste should be removed asap from all food areas
- Liquid waste should not be disposed of down the drain, unless it is water

Increase waste removal during busy periods and in summer.

Pest control tips:

- Do not leave any food scraps lying around
- Ensure all food products are properly covered and sealed at all times
- Make sure all waste/ rubbish is disposed of immediately, do not leave any lying around
- If you see signs of pests, report to your supervisor / manager immediately
- Keep external bins closed or locked
- Use professional pest controllers
- Keep pest control equipment well maintained and in good working order

It is important that waste disposal and pest control be part of your food safety program / plan, all staff members should be aware of the store procedures regarding these issues. If you are unsure of anything with regards to waste disposal and pest control, please see your manager immediately.

Under Standard 3.2.2 Food Safety Practices and General Requirements

Division 3 — Food handling controls

11: Food Disposal

A food business must ensure that food for disposal is held and kept separate until it is:

- (a) destroyed or otherwise used or disposed of so that it cannot be used for human consumption;
- (b) returned to its supplier;
- (c) further processed in a way that ensures its safety and suitability; or
- (d) ascertained to be safe and suitable.

-----End of Module 4 Learning Material-----

Instructions:

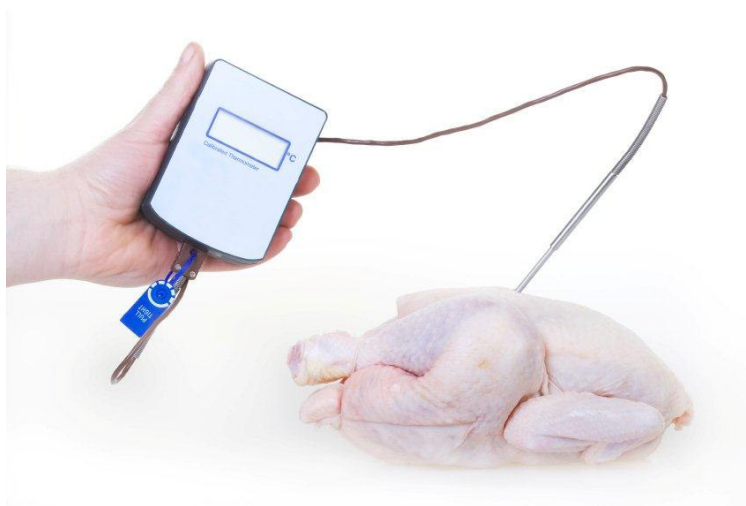
Now that you have read the Learning Material relating to Module 4, you should attempt Quiz 4 in your Quiz book.

*Remember, if there is something that you are not sure about and you require support, please contact our Training Support Team via email on **coursesupport@justtraining.com.au** or via telephone on 1300 558 241.*

(Please note that a response to your questions will be supplied to you within 24 - 48 business hours)

(Module 5) Monitoring Food Safety

It is crucial that food safety is monitored constantly in the workplace. In this module we discuss the different techniques that can be used to monitor food safety throughout all areas of the workplace.



1. Maintaining and monitoring food safety hazards

With the constant monitoring of food safety, hazards can be vastly reduced. As we have learnt, it doesn't take long for bacteria to grow and spread once it has the right environment. This is why having an active food safety program/ plan in place is essential.

Monitoring of food safety can include:

- Temperature checks on raw, prepared and cooked products throughout the delivery, storage and preparation stages.
- Temperature checks on food storage areas and food cooking/ preparation equipment
- Observation checks on staff procedures
- Daily checks of dates on all food products (best before VS use by)
- Calibration of thermostats used for checking temperatures throughout the store
- Daily checking the food safety program/ plan to ensure tasks are being completed correctly
- Revising the food safety program/ plan

Cooking Temperatures

Unsafe cooking temperatures

- Under-cooking meat and poultry can be very dangerous.
- Raw meat and poultry can contain harmful bacteria, including salmonella, listeria, campylobacter and E. coli that can cause food poisoning.
- Fortunately, these harmful microorganisms can be destroyed by making sure you properly cook meat and poultry.

Cooking meat and poultry

- Different meats require different cooking temperatures to destroy harmful bacteria.
- For example, a steak need only be seared on the outside and can be rare inside, while minced meat must be carefully cooked to destroy bacteria. That's because minced meat has far greater surface area than steak and therefore greater risk of bacterial contamination.
- One way is to simply cook minced meat, sausages and poultry until well done, right through to the centre. No pink should be visible and juices should run clear.
- Using this method should ensure your meat and poultry is free from harmful bacteria, although people's idea of what constitutes "pink" and "clear running juices" might differ from person to person, that's why it's not a bad idea to invest in a meat thermometer probe.

Invest in a meat thermometer

- A meat thermometer helps you make sure all potentially harmful bacteria have been destroyed through proper cooking. A thermometer probe shows you the exact temperature inside the meat or poultry so you can be sure it's cooked all the way through.
- They are not expensive; good quality and accurate meat thermometers cost around \$10 and are available from most home ware stores.

Using a meat thermometer

- Simply insert the probe portion of the thermometer into the cooked/cooking meat and note the temperature on the dial.
- Different meats require different cooking temperatures to destroy bacteria, which is why a meat thermometer is such a handy addition to the kitchen. It is important you do not put the probe into the oven with cooking meat unless the manufacturer states this is acceptable.

Where to place the meat thermometer:

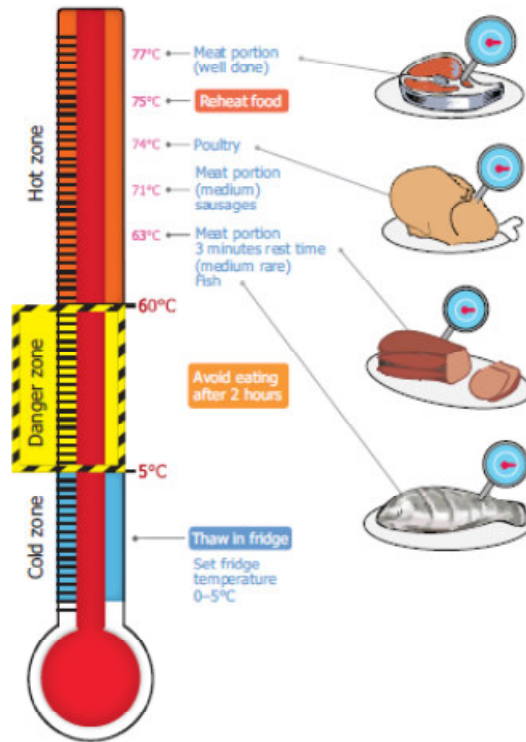
- Poultry - insert the meat thermometer into the inner thigh area near the breast of the chicken or turkey, but not touching bone
- Ground meat & poultry - the thermometer should also be placed in the thickest area of ground meat or poultry dishes like meatloaf.
- Beef, pork, lamb, veal, ham - roasts, steaks or chops – insert the thermometer into the centre of the thickest part, away from bone, fat and gristle
- Casseroles and egg dishes - the thermometer should be inserted into the thickest portion.

Below is a sample table provided by the NSW Food Authority

Meat type	Safe temperatures
Fish	63C
Minced meat, sausages	71°C
Beef, veal, lamb, pork: medium rare: medium: well done:	63°C - allow at least 3 minutes for the meat to rest 71°C 77°C
Ham fresh (raw): pre-cooked (to reheat):	71°C 60°C
Chicken & turkey (whole), thighs, wings legs, breasts:	

Food at home Safe temperatures

Use a meat thermometer to be sure when foods are safely cooked



For more food safety tips see:
www.foodauthority.nsw.gov.au



NSW Food Authority
safer food, clearer choices

NSW/FA/2015/01184

Recipe measures

Weights

1 2/3 oz	50 g	0,11 lb
7 oz	200 g	0,441 lb
8 oz	250 g	0,551 lb
16 oz	500 g	1,102 lb
26 oz	750 g	1,653 lb
35 oz	1 kg	2,205 lb

1 lb = 0,45kg 1 kg = 2,2 lb

Fluids

1/4 tsp	1,25 ml	0,04 fl. oz
1/2 tsp	2,5 ml	0,09 fl. oz
1 tsp	5 ml	0,18 fl. oz
1 tbs	20 ml	0,7 fl. oz
1 cup	250 ml	8,8 fl. oz
1 pint	568 ml	20 fl. oz

100ml = 3,52 fl. oz (UK)
1 fl. oz = 28,4 ml

Oven Temperatures

120-135° C	250-275° F
150-160° C	300-320° F
175° C	350° F
190° C	375° F
205-230° C	400-450° F
245-260° C	475-500° F

2. Food safety and HACCP

As discussed previously, HACCP (Hazard Analysis and Critical Control Points) is an internationally renowned hazard identification and control system. HACCP should be used along side with your food safety program / plan to improve and maintain food safety in your business.



To put an HACCP plan in place, first you must develop a flow chart of all the processes and identify the key steps. Once this is done you must then apply the seven HACCP principles to the process.

The seven HACCP principles are:

- **Hazard analysis** – Determine what the hazards are.
- **Identify the critical control points** – These are the points or steps that can go wrong in a process and therefore cause a hazard.
- **Set the critical limits for each critical control point** – This means that limits must be set, so that we can take action if the limit is not met or is exceeded.
- **Monitor the critical control points** – Target and track your results, this makes observing hazards easier.
- **Establish corrective actions** – These are the actions we take when there is a problem.
- **Verify that your HACCP system is working correctly** – There is no point using the first five steps if they are not working. If the HACCP system is not working, start from the beginning.
- **Set up records** – You need to record your work and data so that you can manage the results. It is also important to keep these records for auditing and legal reason.

3. Identifying unsafe food safety practices or situations and taking corrective action



With an effective food safety program / plan, identifying unsafe food practices and situations will be easier. By following food safety procedures, checks and plans daily, you are safe guarding yourself and business against potentially dangerous situations.

Although most unsafe food safety practices and situations will be identified when completing your daily checks and when following your food safety program / plan correctly, sometimes issues still arise.

If you notice the following situations, then corrective actions need to take place:

- You notice stock is not being used in correct rotation
- If food products are beginning to spoil or past used by date
- Customer feedback indicates that there are food safety issues
- There is an increase in pests, insects and rodent activity
- Environmental Health officers reports have negative feedback

When you see something that looks potentially hazardous with regards to food safety you should follow these steps:

1. Follow your food safety program / plan accurately if you are confident you can fix the problem immediately.
2. Report the issue immediately to your supervisor / manager
3. Record your actions, recommendations and issues identified
4. Create an action plan or to do list of what needs to be done to maintain food safety.
5. Complete action plan with assistance of supervisor / manager
6. Inform staff about your actions
7. Reassess situation once action plan has been completed
8. Document everything.

4. Recording food safety issues

Best practice is to record any food safety issues so it may be used to improve your procedures and assist with any recommendations.

Below is a list of items that you may wish to record:

- All records of employee training with regards to food safety
- All food equipment maintenance and repairs
- Record of all temperature checks and calibrations completed
- Records of any incidents that have occurred i.e. discarded food due to spoilage, customer complaints
- Records of all completed pest control
- Records of waste disposal services and systems
- Any food items that have been recalled
- Health inspection visits and action plans as a result of the visit



If you are unsure if something needs to be recorded, you can contact the **NSW Food Authority** or your **local council**. As a general rule, it is best to record every incident when dealing with food safety.

-----End of Module 5 Learning Material-----

Instructions:

Now that you have read the Learning Material relating to Module 5, you should attempt Quiz 5 in your Quiz book.

*Remember, if there is something that you are not sure about and you require support, please contact our Training Support Team via email on **coursesupport@justtraining.com.au** or via telephone on 1300 558 241.*

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(Module 6) Continuous Improvement

As a food safety supervisor it is important to continually monitor and improve food safety in your workplace. In this module we learn how to monitor and implement improvements to the food safety program and procedures in your business.

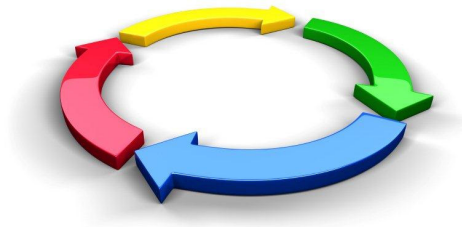
1. Continuous improvement

“Continuous improvement” is an approach that we use to continually improve our procedures and the way we do things. Basically it means that we should never relax and become complacent, especially when it comes to food safety.

In the retail food industry we should be:

- Always improving food safety standards
- Meeting or exceeding our competitors and industry standards
- Training staff and improving our procedures in order to minimise mistakes, problems and poor work standards.

Throughout our shift, we should constantly be on the watch for potential food safety hazards and issues. Even if we have confidently trained staff in all areas of food safety, it is still important to keep a close eye on their procedures and processes as mistakes will still occur.



If issues do arise, you should use the following system:

1. **Plan** –What is the issue and how can we fix it?
2. **Do** – Try the changes slowly or on a scaled down version, just to see if they work first.
3. **Check** – Have the changes worked? Do they need to be revised?
4. **Act** – If the changes have worked, make them a permanent change.

2. Microbes and reporting



By following our food safety program / plan and using the continuous improvement approach, we will help eliminate the chance of food poisoning and microbe growth.

Microbes are living organisms that are not visible to the naked eye. They include mould, yeast, viruses and bacteria's. Microbes grow in areas such as raw meat, poultry and seafood, dairy products, water, tea towels, sponges, unclean work areas, unclean utensils and anywhere food has had contact with.

To reduce the risk of unsafe food being sold:

- Check the temperature of the food product at each of its stages i.e. delivery, storage, preparation and after being cooked.
- Always check the condition of each food product sold. If it doesn't look 100%, don't use or serve it up.
- Follow your maintenance schedule correctly
- Complete random checks on all food products and equipment performance
- Be aware of product conditions at all stages.

If you notice any hazard or food safety issues report it immediately to your supervisor / manager.

As an employee in a food business, you have a duty of care which you must follow. This means that if you see a problem, no matter how big or small, you must report it immediately.

You should report all matters verbally, as with food safety issues; they need to be rectified immediately.

Summary

Under Standard 3.2.2 Food Safety Practices and General Requirements

Subdivision 2 — Requirements for food businesses

18: General duties of food businesses...

(2) A food business must ensure that any information provided by a food handler in accordance with Subdivision 1 of this Division is not disclosed to any person without the consent of the food handler, except the proprietor or an authorised officer, and that the information is not used for any purpose other than addressing the risk of food contamination.

If you receive a food poisoning claim or product recall from a manufacturer, you will need to report this immediately to your supervisor / manager. All food poisoning claims and product recalls should be documented in your food safety program / plan.

What is “food recall”?

Any food that poses a safety hazard to consumers is removed from sale, distribution and consumption. This is called a 'food recall'

Food is recalled when it poses a possible public health and safety risk to consumers.

A product may be withdrawn from sale for two reasons:

- the product has a quality defect (eg colour or texture), is underweight, or has labelling irregularities but does not pose a potential risk to public health and safety
- as a precaution, stock may be withdrawn from distribution and/or sale pending further investigation — if a risk to public health and safety is established, the product must be recalled

The type of recall depends on the type of product, where it is sold and the reason for the recall.

- **Trade level** - involves recovery of the product from distribution centres and wholesalers and may also involve hospitals, restaurants and other major catering establishments, and outlets that sell food manufactured for immediate consumption or food that is prepared on the premises.
- **Consumer level** - involves recovery of the product from all points in the production and distribution networks/chains including any affected product in the possession of consumers.
- **Company instigated recall** - where the manufacturer or importer initiates a food recall
- **Mandatory recall** - where the CEO of the NSW Food Authority directs the manufacturer/importer to recall a food product

Business obligations around food recalls

Under Standard 3.2.2 12 (Food Safety Standards), a manufacturer, wholesaler or importer must:

- have in place a system to ensure the recall of unsafe food,
- set out this system in a written document and make this document available to an authorised officer upon request; and
- comply with this system when recalling unsafe food

-----End of Module 6 Learning Material-----

Instructions:

Now that you have read the Learning Material relating to Module 6, you should attempt Quiz 6 in your Quiz book.

Once you have completed all your quizzes, the following will also be required to complete your course;

- *Completing the Supervisor Report in a workplace (you will find this in your Assessment Workbook after your quizzes)*
- *Speaking to your trainer who may ask you some final questions.*

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