

***SITXFSA008***

***Develop and implement a food safety program.***

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**Structure of the workbook**

***Unit of Competency: SITXFSA008 Develop and implement a food safety program.***

***Part 1*** *- The workbook is structured to provide knowledge component in the first part including the introduction to the theoretical aspects of the unit and detailed description of the unit of competency knowledge development.*

***Part 2****-The development of your skills and knowledge which are sectioned to cover the unit elements and performance criteria to apply your skills and knowledge to gain competency for effective vocational outcomes.*

How to use the workbook

***First develop your knowledge*** *Read the workbook starting with the introduction to the subject of unit of competency and the details to develop your knowledge application.*

1. *Once reading is complete, attempt the review questions to ensure you develop your knowledge related to knowledge evidence required.*

***Then develop your skills and apply skills and knowledge for vocational outcome.***

1. *Actively read the workbook sections which are sectioned in line with unit elements and performance criteria to confirm the application of skills and knowledge related to achieve effective and efficient vocational outcome.*
2. *Attempt and complete all the learning activities in the workbook in relevant sections to develop your competency including use of foundation skills.*

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# Unit Overview

**Unit of Competency**

SITXFSA008 Develop and implement a food safety program.

**Application of the unit**

This unit describes the performance outcomes, skills and knowledge required to develop, implement, and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service, and disposal of food. It requires the ability to determine program requirements and prepare policies and procedures for other personnel to follow.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation areas.

It applies to senior personnel who work independently and who are responsible for making strategic decisions on establishing and monitoring risk control systems for food related hazards. This could include chefs, kitchen managers, catering managers, fast food store managers and owner-operators of small business catering operations or retail food outlets.

**Unit Elements**

1. Evaluate organisational requirements for food safety program.
2. Develop food safety program to control hazards.
3. Implement food safety program.
4. Participate in food safety audit.
5. Evaluate and revise food safety program.

**Learning Activities**

This learner workbook is designed with learning activities. At the end of each training session, learners must do learning activities to confirm the application of skills and knowledge that are developed to ensure learning objectives are achieved. Activities are indicated with following icons:

|  |  |  |  |
| --- | --- | --- | --- |
| **Icon** | **Activity/Description** | **Icon** | **Activity/Description** |
| Shape  Description automatically generated with low confidence | **Group Activity**   * Group discussions * Teamwork | Icon  Description automatically generated | **Written task.**   * Written questioning. * Written activities. * Report writing |
| Icon  Description automatically generated | **Verbal Questioning**  Trainer directs verbal questioning at learner/s | Icon  Description automatically generated | **Presentation**  Learner makes presentations. |
| A picture containing text  Description automatically generated | **Individual verbal presentation**  Learner present learning | Shape  Description automatically generated with low confidence | **Project work/Research**   * Learner undertakes project work. * Learner undertakes research work |
| Co-designing, role, role play, service design, tool, user icon - Download  on Iconfinder | **Role-play**  Learner plays an assigned role | Case Study Svg Png Icon Free Download (#543478) - OnlineWebFonts.COM | **Case study**  Lerner undertake a case study |

# 

# Introduction

# Develop and implement a food safety program.

**Food safety program**

A food safety program is a set of policies, procedures, and practices designed to ensure that the food produced and sold by a business is safe for consumption. Food safety is essential in the food industry to prevent foodborne illnesses, protect consumers, and maintain the reputation and success of the business. A food safety program may include processes such as hazard analysis, critical control points (HACCP), employee training, sanitation, and documentation. Implementing a comprehensive food safety program is not only a legal requirement for food businesses, but it also demonstrates a commitment to quality and customer safety. In this way, a food safety program is a vital aspect of any food business that should be taken seriously to ensure the health and safety of all consumers.

Components that may be included in a food safety program:

1. Hazard Analysis and Critical Control Points (HACCP) plan
2. Standard operating procedures (SOPs) for each step of the food production process
3. Cleaning and sanitation procedures
4. Pest control measures
5. Allergen management procedures
6. Training programs for employees
7. Product labelling and packaging procedures
8. Supplier agreements and documentation
9. Record-keeping procedures for monitoring and documenting food safety controls
10. Equipment and facilities maintenance procedures
11. Crisis management and recall procedures
12. Customer feedback and complaint procedures
13. Mock recall exercises
14. Internal audits and reviews of the food safety program
15. Regulatory compliance documentation and reporting

This list is not exhaustive, and the components of a food safety program may vary depending on the specific needs of the food business or organisation.



## Options for the structure and implementation of a food safety program, using the hazard analysis and critical control points (HACCP) method as the basis.

Implementing a food safety program is crucial for any food business to ensure that the food produced is safe for consumption. One popular method for developing a food safety program is the Hazard Analysis and Critical Control Points (HACCP) system, which involves analysing potential hazards at every stage of the food production process and implementing controls to prevent these hazards from occurring. Implementing a food safety program using the HACCP method can be a complex process, but it is an effective way to ensure that the food produced is safe for consumption. By following these steps, food businesses can identify potential hazards, implement control measures, and continuously improve their food safety program to ensure the safety of their customers. Here are some options for the structure and implementation of a food safety program using the HACCP method:

* **Identify and analyse potential hazards.**

The first step in implementing a HACCP-based food safety program is to identify potential hazards, such as physical, chemical, or biological hazards, that could affect the safety of the food. This can be done by conducting a hazard analysis, which involves examining each step in the food production process to identify potential hazards.

* **Determine critical control points (CCPs)**

Once potential hazards have been identified, the next step is to determine critical control points (CCPs), which are points in the production process where control measures can be applied to prevent, eliminate, or reduce a hazard to an acceptable level. CCPs may include steps such as cooking, chilling, or packaging the food.

* **Develop control measures.**

For each CCP, develop control measures that will prevent, eliminate, or reduce the hazard to an acceptable level. These may include processes such as temperature monitoring, sanitation, or employee training.

* **Monitor and verify control measures.**

Once control measures have been established, it is important to monitor and verify that they are effective in controlling the hazards. This may involve regular testing, inspection, or other monitoring methods.

* **Document and maintain records.**

It is important to document all aspects of the food safety program, including hazard analyses, control measures, and monitoring and verification activities. Maintaining records is necessary to demonstrate compliance with food safety regulations and to provide evidence in the event of an inspection or audit.

* **Continuous improvement**

Finally, a HACCP-based food safety program should be continually reviewed and updated to ensure that it remains effective in controlling hazards. This may involve reviewing and updating hazard analyses, control measures, or monitoring and verification activities.

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| **Learning Activity 1**  Options for the structure and implementation of a food safety program, using the hazard analysis and critical control points (HACCP) method as the basis | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 20 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.  With reference to each team member’s workplace, discuss options for the structure and implementation of a food safety program, using the hazard analysis and critical control points (HACCP) method as the basis.  Note down the discussion points.  Explain discussion points to the trainer when trainer asks your group. |



## Consultative and communication mechanisms used by organisations to develop and implement food safety programs.

**Consultative and communication mechanisms**

Consultative and communication mechanisms are essential tools for effective collaboration and decision-making within any organisation. These mechanisms provide channels for information-sharing, feedback, and dialogue among stakeholders, enabling them to work together towards shared goals. Consultative mechanisms involve seeking input and feedback from relevant parties before making a decision, while communication mechanisms facilitate the exchange of information and ideas between individuals and groups. By leveraging these mechanisms, organisations can build trust, foster a culture of collaboration, and ensure that decisions are made based on a full understanding of the relevant issues and perspectives.

**Consultative and communication mechanisms to develop food safety programs.**

Developing and implementing a food safety program requires effective communication and consultation between all stakeholders involved. us consultative and communication mechanisms to develop and implement a food safety program, organisations to ensure that all stakeholders are involved, informed, and engaged. This approach helps ensure that the food produced and sold by the organisation is safe for consumption and that the program is continuously improved over time. Here are some consultative and communication mechanisms commonly used by organisations to develop and implement food safety programs:

* **Cross-functional teams**

Cross-functional teams bring together representatives from different departments within the organisation to collaborate on developing and implementing the food safety program. This approach allows for input from multiple perspectives and helps ensure that all aspects of the organisation are considered.

* **Consultation with external experts**

Organisations may seek the advice and guidance of external experts, such as food safety consultants or government regulators, to help develop and implement their food safety program.

* **Employee training**

Employee training is a crucial aspect of any food safety program, as it ensures that all employees understand the importance of food safety and their role in maintaining it. Regular training sessions and refresher courses can help keep employees up to date on the latest food safety practices and procedures.

* **Stakeholder engagement**

Organisations may engage with stakeholders, such as suppliers, customers, or industry associations, to gather feedback and input on the food safety program. This approach can help ensure that the program is relevant and effective for all stakeholders.

* **Communication plans**

Developing a communication plan is crucial for ensuring that all stakeholders are informed about the food safety program and their role in implementing it. Communication plans may include regular updates, newsletters, and other communication channels to keep stakeholders informed and engaged.

* **Audits and inspections**

Regular audits and inspections are essential for ensuring that the food safety program is being implemented effectively. These mechanisms provide an opportunity to identify areas for improvement and ensure that the program is meeting regulatory requirements.

**Consultative and communication mechanisms to implement food safety programs.**

Consultative and communication mechanisms are critical for implementing effective food safety programs. First, it's essential to engage stakeholders, including suppliers, regulators, and consumers, to identify potential food safety risks and develop appropriate strategies to manage them. Consultative mechanisms, such as stakeholder consultations, focus groups, and surveys, can help gather insights and perspectives from these stakeholders.

Communication mechanisms are also crucial for implementing food safety programs. Regular communication with stakeholders can help ensure that everyone is informed about food safety risks, their roles and responsibilities, and the steps being taken to mitigate risks. For example, email updates, newsletters, and websites can be used to provide updates and disseminate information.

Finally, it's essential to have a robust communication plan in place to address any potential food safety incidents. This plan should include clear protocols for reporting and investigating incidents, as well as communication strategies to inform stakeholders about any potential risks and the steps being taken to mitigate them. By leveraging consultative and communication mechanisms, organisations can effectively implement food safety programs that protect consumers and maintain trust in their brand.

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| **Learning Activity 2**  Consultative and communication mechanisms used by organisations to develop and implement food safety programs | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 20 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss consultative and communication mechanisms used by organisations to develop and implement food safety programs. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Role of different stakeholders in the development of a food safety plan

* Food safety team
* Department heads
* Procurement team

Developing a food safety plan requires collaboration and input from a variety of stakeholders within an organisation. By working together, the food safety team, department heads, and procurement team can develop a comprehensive food safety plan that addresses all potential hazards and ensures that the food produced and sold by the organisation is safe for consumption. Each stakeholder plays a unique and important role in the development and implementation of the food safety plan, and ongoing communication and collaboration are essential to ensure its success. Here's a breakdown of the role that different stakeholders play in the development of a food safety plan:

**Food safety team**

The food safety team is responsible for leading the development and implementation of the food safety plan. This team typically includes representatives from various departments within the organisation, such as quality assurance, production, and regulatory compliance. The food safety team is responsible for conducting hazard analyses, identifying critical control points, and developing control measures to ensure that the food produced and sold by the organisation is safe for consumption.

**Department heads**

Department heads play an important role in the development of a food safety plan by providing input on department-specific risks and hazards. For example, the production department head may provide input on potential hazards related to production processes, while the sanitation department head may provide input on potential hazards related to sanitation practices. Department heads also ensure that their respective departments are implementing the control measures outlined in the food safety plan.

**Procurement team**

The procurement team plays a critical role in the development of a food safety plan by ensuring that all raw materials and ingredients used in the production of food are safe and of high quality. The procurement team is responsible for sourcing suppliers that meet the organisation's food safety standards, and for monitoring the safety and quality of raw materials and ingredients.

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| **Learning Activity 3** | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 3-5 minutes per learner |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:  Role of different stakeholders in the development of a food safety plan including food safety team, department heads and procurement team. |

## Key features of commonwealth, state or territory and local food safety compliance requirements as they impact food safety program development.

* **Contents of national codes and standards that underpin regulatory requirements.**
* **Components of a food safety program, especially procedures and monitoring documents**
* **Local government food safety regulations and audit frequencies**
* **Ramifications of failure to observe food safety law and organisational policies and procedures.**
* **Meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code**

Key features of Commonwealth, state or territory and local food safety compliance requirements:

* Commonwealth, state, and territory governments have their own food safety laws and regulations, which are typically based on the Australia New Zealand Food Standards Code.
* Local governments also have their own food safety regulations, which may include licensing and inspection requirements for food businesses operating within their jurisdiction.
* Compliance with food safety requirements is essential for all food businesses to ensure that the food they produce, and sell is safe for consumption.

Contents of national codes and standards:

* The Australia New Zealand Food Standards Code sets out the minimum requirements for the production and sale of food in Australia and New Zealand.
* The code includes specific standards for different types of food, as well as general requirements for food labelling, additives, and contaminants.
* The code also includes requirements for food safety programs, which must be developed and implemented by certain types of food businesses.

Components of a food safety program:

* A food safety program typically includes hazard analyses, critical control points, control measures, and monitoring and verification activities to ensure that potential hazards are identified and controlled.
* Procedures and monitoring documents are important components of a food safety program, as they provide detailed instructions for how to implement control measures and how to monitor and verify their effectiveness.

Local government food safety regulations and audit frequencies:

* Local government food safety regulations may include requirements for food business licensing, inspection, and audit frequencies.
* The frequency of audits may vary depending on the type of food business, the level of risk associated with the food produced, and the compliance history of the business.

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

* Failure to comply with food safety laws and regulations can result in fines, legal action, and damage to the reputation of the business.
* In extreme cases, failure to observe food safety policies and procedures can result in foodborne illness or other serious health consequences.

Meaning of contaminant, contamination, and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code:

* A contaminant is any substance that is not intentionally added to food but may be present as a result of processing, packaging, or environmental contamination.
* Contamination refers to the presence of harmful contaminants or microorganisms in food that can cause illness or injury.
* Potentially hazardous foods are those that require temperature control to prevent the growth of harmful microorganisms, such as meat, poultry, dairy, and some types of cooked vegetables.

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| **Learning Activity 4**  Key features of commonwealth, state or territory and local food safety compliance requirements as they impact food safety program development | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 5-7 minutes per learner |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. Key features of commonwealth, state or territory and local food safety compliance requirements as they impact food safety program development: 2. Contents of national codes and standards that underpin regulatory requirements. 3. Components of a food safety program, especially procedures and monitoring documents 4. Local government food safety regulations and audit frequencies 5. Ramifications of failure to observe food safety law and organisational policies and procedures. 6. Meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code |

## Contents of organisational food safety program, including policies and procedures

Include the following components in an organisational food safety program, so that food businesses can ensure that the food they produce is safe for consumption and compliant with regulatory requirements. A comprehensive food safety program for an organisation should include the following components:

* Audit
* Cleaning and sanitation
* Communication
* Contingency management
* Corrective actions
* Equipment maintenance
* Evaluation.

**Policies and procedures**

Policies and procedures provide a framework for the development and implementation of a food safety program. They should cover all aspects of food safety, including hazard analyses, critical control points, control measures, monitoring and verification, and employee training.

**Audit**

Regular audits of the food safety program are essential to ensure that it is being implemented effectively and to identify areas for improvement.

**Cleaning and sanitation**

Proper cleaning and sanitation practices are critical to maintaining a safe food production environment. The food safety program should include procedures for cleaning and sanitation, including schedules, checklists, and training for employees.

**Communication**

Effective communication is essential for ensuring that all employees understand their roles and responsibilities in maintaining food safety. The food safety program should include communication procedures, including regular meetings, training sessions, and reporting mechanisms.

**Contingency management**

Contingency management procedures should be in place to address unforeseen events that may affect food safety, such as power outages, equipment failures, or natural disasters.

**Corrective actions**

Corrective actions should be implemented when deviations from the food safety program are identified. These may include procedures for identifying the root cause of the deviation, implementing corrective actions, and verifying the effectiveness of these actions.

**Equipment maintenance**

Proper maintenance of equipment is essential to ensure that it is functioning properly and to prevent potential hazards. The food safety program should include procedures for equipment maintenance, including schedules and checklists.

**Evaluation**

The food safety program should be regularly evaluated to ensure that it remains effective in controlling hazards and preventing foodborne illnesses. This may involve reviewing hazard analyses, control measures, monitoring and verification activities, and employee training.

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| **Learning Activity 5**  Contents of organisational food safety program, including policies and procedures | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 3-5 minutes per learner |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:  Contents of organisational food safety program, including policies and procedures   * Audit * Cleaning and sanitation * Communication * Contingency management * Corrective actions * Equipment maintenance * Evaluation. |

## Critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the receiving, storing, preparing, processing, displaying, serving, packaging, transporting, and disposing of food.

A comprehensive food safety program should include measures for identifying and controlling hazards, monitoring the effectiveness of controls, and maintaining records of all activities. Here are some key components of a food safety program:

* **Critical control points**: These are points in the food production process where hazards can occur, such as during receiving, storing, preparing, processing, displaying, serving, packaging, transporting, and disposing of food. For each critical control point, predetermined methods of control, such as time and temperature controls, should be established.
* **Hazards**: Hazards can include physical, chemical, and biological contaminants that can cause harm to consumers. The food safety program should identify all potential hazards and establish control measures for each hazard.
* **Control methods for each critical point**: Control methods may include temperature control, cleaning and sanitation, pest control, and employee training.
* **Corrective actions**: Corrective actions should be established for each critical control point to address any deviations from established control measures.
* **Systematic monitoring of hazard controls and record keeping**: Hazard controls should be systematically monitored to ensure that they are effective in controlling hazards. Records should be kept of all monitoring activities.
* **Personal considerations**: Personal considerations, such as dress, hygiene, personal protective equipment, and pest control, are important to prevent contamination of food by employees.
* **Food safety monitoring techniques**: Techniques for monitoring food safety may include bacterial swabs and counts, chemical tests, and temperature monitoring.
* **Food safety management documents**: Documents may include audit reports, customer complaint forms, food flow diagrams, hazard analysis table, incident reports, policies and procedures, and verification records.
* **Records of the monitoring of hazard controls**: Records should be kept of all monitoring activities, such as temperature control data, training logs, and illness registers.

Maintaining accurate and up-to-date records of hazard controls is essential for demonstrating compliance with food safety requirements, as well as for identifying areas for improvement in the food safety program. By keeping these records, food businesses can ensure that their products are safe for consumption and protect the health of their customers.

Maintaining accurate records of hazard controls is an essential component of a food safety program. Here are some important records that should be kept:

* **Any record required by local legislation**: Local legislation may require specific records to be kept, such as food safety plans, inspections, and audits.
* **Illness registers**: An illness register should be maintained to record any instances of foodborne illness that are associated with the business. This will help to identify potential hazards and prevent future outbreaks.
* **List of suppliers**: A list of suppliers should be maintained, including their contact details and the types of products they supply. This will help to ensure that all suppliers are reputable and meet the required food safety standards.
* **Temperature control data**: Temperature control data should be recorded for all cold and hot storage equipment, as well as for any food products that require temperature control during production and storage.
* **Training logs:** Training logs should be maintained to record all employee training related to food safety, including the topics covered, the date of training, and the name of the trainer.
* **Verification records**: Verification records should be kept documenting the effectiveness of hazard controls, including the results of any testing, or monitoring activities.

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| **Learning Activity 6**  Critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the receiving, storing, preparing, processing, displaying, serving, packaging, transporting, and disposing of food | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 3-5 minutes per learner |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.  With reference to each team member’s workplace, discuss:   1. Critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the receiving, storing, preparing, processing, displaying, serving, packaging, transporting, and disposing of food. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## HACCP or other food safety system principles, procedures, and processes as they apply to particular operations and different food types.

* Critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the storage, preparation, display, service and cooking, cooling, and transporting of food.
* Methods of food storage, production, display, service and cooking, cooling, and transporting, including appropriate temperature levels for each of these processes
* Main types of safety hazards and contamination
* Conditions for development of microbiological contamination
* Environmental conditions and temperature controls, for storage
* Temperature danger zone and the two-hour and four-hour rule
* Temperature control for cooling and storing of processed food.

Implementing a food safety system, such as the Hazard Analysis and Critical Control Points (HACCP) system, is essential for ensuring the safety of food production operations. Apply the following principles and procedures to food production operations and different food types, food businesses so that can implement an effective food safety system to prevent hazards and contamination and ensure the safety of their products.:

**Critical control points**

Critical control points are specific points in the food production process where hazards can occur, such as during storage, preparation, display, service, and cooking, cooling, and transporting of food. Predetermined methods of control, especially time and temperature controls, should be established for each critical control point.

**Methods of food storage, production, display, service, and cooking, cooling, and transporting**

Proper methods of food storage, production, display, service, and cooking, cooling, and transporting are essential for preventing contamination and ensuring food safety. Temperature controls, such as appropriate temperature levels for each of these processes, should be established and monitored.

**Main types of safety hazards and contamination**

Safety hazards and contamination can occur through physical, chemical, and biological means. These hazards can include foreign objects, allergens, toxins, and microorganisms such as bacteria, viruses, and parasites.

**Conditions for development of microbiological contamination**

Microorganisms thrive in certain conditions, including temperatures between 5°C and 60°C, high humidity, and poor sanitation practices. It is essential to maintain proper hygiene and sanitation practices to prevent the development of microbiological contamination.

**Environmental conditions and temperature controls for storage**

Environmental conditions, such as temperature, humidity, and light exposure, can affect the safety and quality of food products during storage. Temperature controls, such as appropriate refrigeration and freezer temperatures, should be established and monitored.

**Temperature danger zone and the two-hour and four-hour rule**

The temperature danger zone refers to the range of temperatures between 5°C and 60°C, where microorganisms can grow rapidly. The two-hour and four-hour rule establishes time limits for the amount of time that perishable foods can be held at temperatures within the danger zone.

**Temperature control for cooling and storing of processed food.**

Proper cooling and storing of processed food are essential for preventing contamination and ensuring food safety. Temperature controls, such as appropriate cooling temperatures and time limits, should be established and monitored.

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| **Learning Activity 7** | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidenceIcon  Description automatically generated  Shape  Description automatically generated with low confidence**\**Icon  Description automatically generated  Icon  Description automatically generated  A picture containing text  Description automatically generatedCase Study Svg Png Icon Free Download (#543478) - OnlineWebFonts.COM | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.  Discuss the following:  HACCP or other food safety system principles, procedures, and processes as they apply to particular operations and different food types:   * Critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the storage, preparation, display, service, and cooking, cooling, and transporting of food. * Methods of food storage, production, display, service, and cooking, cooling, and transporting, including appropriate temperature levels for each of these processes * Main types of safety hazards and contamination * Conditions for development of microbiological contamination * Environmental conditions and temperature controls, for storage * Temperature danger zone and the two-hour and four-hour rule   Temperature control for cooling and storing of processed food.  Note down the discussion points.  Explain discussion points to the trainer when trainer asks your group. |

## Choice and application of cleaning, sanitising and pest control equipment and materials

Choosing and using appropriate cleaning, sanitizing, and pest control equipment and materials is essential for maintaining a safe and hygienic food production environment. Select and use appropriate cleaning, sanitizing, and pest control equipment and materials, food businesses can maintain a safe and hygienic food production environment and prevent contamination and pest infestations. Here are some factors to consider when selecting and applying cleaning, sanitizing, and pest control equipment and materials:

**Cleaning equipment**

Cleaning equipment can include brooms, mops, buckets, and cleaning cloths. When selecting cleaning equipment, consider factors such as the type of surface to be cleaned, the size of the area to be cleaned, and the cleaning agent being used. For example, some surfaces may require a soft-bristled brush or a scraper to remove stubborn dirt and debris.

**Cleaning agents**

Cleaning agents can include detergents, degreasers, and disinfectants. When selecting cleaning agents, consider the type of soil or contamination present, the type of surface to be cleaned, and any safety concerns associated with the cleaning agent. It is important to follow the manufacturer's instructions for dilution and application of cleaning agents.

**Sanitizing equipment**

Sanitizing equipment can include spray bottles, framers, and dispensing systems. When selecting sanitizing equipment, consider the type of surface to be sanitized, the type of sanitizer being used, and any safety concerns associated with the sanitizer. It is important to follow the manufacturer's instructions for dilution and application of sanitizers.

**Sanitizing agents**

Sanitizing agents can include chlorine, iodine, and quaternary ammonium compounds. When selecting sanitizing agents, consider the type of microorganisms present and the type of surface to be sanitized. It is important to follow the manufacturer's instructions for dilution and application of sanitizers.

**Pest control equipment**

Pest control equipment can include bait stations, traps, and insecticide sprays. When selecting pest control equipment, consider the type of pest to be controlled, the location of the infestation, and any safety concerns associated with the pest control method. It is important to follow the manufacturer's instructions for the safe and effective use of pest control equipment.

**Pest control materials**

Pest control materials can include insecticides, rodenticides, and repellents. When selecting pest control materials, consider the type of pest to be controlled and any safety concerns associated with the pest control material. It is important to follow the manufacturer's instructions for the safe and effective use of pest control materials.

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| **Learning Activity 8**  Choice and application of cleaning, sanitising and pest control equipment and materials | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 3-5 minutes per learner |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   * Choice and application of cleaning, sanitising and pest control equipment and materials |

## High risk customer groups

Certain groups of people are considered high risk when it comes to food safety, and special precautions should be taken to ensure that the food they consume is safe. Take extra precautions to ensure that food served to high-risk customer groups is safe, so that food businesses can help to prevent foodborne illnesses and protect the health of their customers. Here are some examples of high-risk customer groups:

**Children or babies**

Children and babies have developing immune systems and are more susceptible to foodborne illnesses. Careful attention should be paid to the preparation and storage of infant formula and baby food, as well as the preparation and handling of food served to young children.

**Pregnant women**

Pregnant women are at risk of foodborne illness, which can be especially harmful to the developing fetus. Pregnant women should avoid certain foods, such as raw or undercooked meat, fish, and eggs, as well as unpasteurized dairy products.

**Aged persons**

Aged persons may have weaker immune systems and be more susceptible to foodborne illness. Careful attention should be paid to the preparation and storage of food served to elderly persons, particularly those in aged care facilities.

**People with immune deficiencies**

People with immune deficiencies, such as HIV/AIDS or cancer, are more susceptible to foodborne illness. Special care should be taken to ensure that food served to these individuals is safe and free from contamination.

**People with allergies**

People with food allergies may have severe reactions to certain foods. Careful attention should be paid to the preparation and handling of food served to individuals with allergies, and steps should be taken to avoid cross-contamination.

**People with medical conditions**

People with certain medical conditions, such as diabetes or heart disease, may have special dietary requirements or restrictions. Careful attention should be paid to the preparation and serving of food to individuals with medical conditions.

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| **Learning Activity 9** | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 20 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.  With reference to each team member’s workplace, discuss why following customer groups are classified as high-risk customer groups.   1. Children or babies 2. Pregnant women 3. Aged persons 4. People with immune deficiencies 5. People with allergies 6. People with medical conditions.   Note down the discussion points.  Explain discussion points to the trainer when trainer asks your group. |

# Skills development and application guidelines

**Learning outcome description**

The following sections of this workbook describe the required application of skills and knowledge required to develop, implement, and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service, and disposal of food. It requires the ability to determine program requirements and prepare policies and procedures for other personnel to follow.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation areas.

This includes restaurants, cafes, clubs, and hotels; tour operators; attractions; function, event, exhibition, and conference catering; educational institutions; aged care facilities; correctional centres; hospitals; defence forces; cafeterias, kiosks, canteens, and fast-food outlets; residential catering; in-flight and other transport catering.

A food safety program would most commonly be based on the hazard analysis and critical control points (HACCP) method, but this unit can apply to other food safety systems.

It applies to senior personnel who work independently and who are responsible for making strategic decisions on establishing and monitoring risk control systems for food related hazards. This could include chefs, kitchen managers, catering managers, fast food store managers and owner-operators of small business catering operations or retail food outlets.

In some States and Territories businesses are required to designate a food safety supervisor who is required to be certified as competent in one or more designated units of competency through a registered training organisation.

Food safety legislative and knowledge requirements may differ across borders. Those developing training to support this unit must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers, and assessors.

**Performance outcome**

Upon completion of the following sections, you must be able to complete tasks described in the sections of this unit in the context of the job role, and:

* develop and implement a complete food safety program for a food preparation organisation in line with regulatory requirements, including:
  + policies and procedures
  + product specifications
  + monitoring documentation
  + providing suitable food safety systems and options for the organisation for which it has been prepared.
* monitor, evaluate and identify improvements to the above food safety program.

**Skills application**

The following sections includes the application of language, literacy, numeracy, and employment skills that are essential to performance.

**Foundation Skills**

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| Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.   |  |  | | --- | --- | | SKILLS | DESCRIPTION | | Reading skills to: | * interpret sometimes complex materials describing regulatory requirements relating to food safety. | | Oral communication skills to: | * provide information on food safety program to colleagues. | | Numeracy skills to: | * work with the concepts of measurement. | | Problem-solving skills to: | * evaluate and respond to strategic and operational factors that influence the food safety program. * identify and respond to systemic operational issues. | | Planning and organising skills to: | * coordinate and respond to multiple and interrelated operational challenges. | |

# Section 1

# Evaluate organisational requirements for food safety program.

## Evaluate organisational characteristics that impact on food safety.

**Organisational characteristics**

Organisational characteristics play a significant role in determining the success of a food safety program. A strong commitment from senior management is essential in establishing a culture of food safety within the organisation. The organisational structure should be designed to support food safety, with clear lines of responsibility for food safety management and reporting. Employee training and awareness are critical to ensuring that food safety practices are understood and implemented, and effective communication and teamwork are essential for maintaining food safety. Adequate equipment and infrastructure should be in place to support food safety practices, and compliance with all relevant regulations, codes, and standards is essential. By evaluating these organisational characteristics and implementing measures to improve food safety practices, food businesses can protect their customers and reduce the risk of foodborne illness.

**Evaluate organisational characteristics that impact on food safety.**

Evaluate the organisational characteristics to identify areas for improvement and implement measures to improve food safety practices, protect their customers, and reduce the risk of foodborne illness. When evaluating the organisational characteristics that impact food safety, it is important to consider several factors, such as:

* Management commitment: A strong commitment from senior management is essential for establishing a culture of food safety within the organisation. Management should prioritize food safety, provide the necessary resources to implement a food safety program, and communicate the importance of food safety to all employees.
* Organisational structure: The organisational structure should be designed to support food safety, with clear lines of responsibility for food safety management and reporting. Roles and responsibilities for food safety should be clearly defined, and adequate training should be provided to employees.
* Employee training and awareness: Employee training and awareness are critical to ensuring that food safety practices are understood and implemented. All employees should receive regular training on food safety practices and understand the importance of their role in maintaining food safety.
* Communication and teamwork: Effective communication and teamwork are essential for maintaining food safety. Clear channels of communication should be established between employees, departments, and management, and a culture of teamwork should be fostered to ensure that food safety is a shared responsibility.
* Equipment and infrastructure: Equipment and infrastructure should be designed to support food safety practices. Facilities should be designed to minimize the risk of contamination, and equipment should be properly maintained and cleaned to prevent the spread of pathogens.
* Compliance with regulations: Organisations should comply with all relevant food safety regulations, codes, and standards, and should have a system in place for monitoring compliance and addressing non-compliance.

## Examine food handling operations and processes and identify potential or existing food hazards.

Food hazards

Food hazards are any substance, object, or condition that can potentially cause harm or illness to consumers of food. These hazards can be biological, chemical, or physical in nature, and can arise at any stage of the food production and supply chain. Biological hazards include bacteria, viruses, and parasites, while chemical hazards include toxins, allergens, and contaminants such as pesticides or heavy metals. Physical hazards can include foreign objects such as glass or metal fragments that may accidentally end up in food. It is essential for food businesses to identify, assess, and control these hazards to ensure the safety and quality of their products. This can be achieved through the implementation of a Hazard Analysis and Critical Control Points (HACCP) program, which involves identifying potential hazards, implementing controls to prevent or eliminate them, and monitoring and verifying the effectiveness of these controls. By effectively managing food hazards, businesses can protect the health and well-being of their customers and prevent potential legal and reputational damage.

Common types of food hazards include:

* **Biological hazards** - bacteria, viruses, parasites, fungi, and other microorganisms that can cause illness if consumed.
* **Chemical hazards** - natural toxins, pesticide residues, food additives, and environmental contaminants such as heavy metals that can be harmful if consumed in large quantities.
* **Physical hazards** - foreign objects such as metal, glass, and plastic that may accidentally contaminate food during production or packaging.
* **Allergens** - substances that can cause an allergic reaction in certain individuals, such as peanuts, tree nuts, soy, wheat, milk, eggs, and fish.
* **Cross-contamination** - the transfer of harmful microorganisms or other contaminants from one food to another, typically through improper handling or inadequate cleaning and sanitization practices.
* **Temperature abuse** - improper storage, cooking, or reheating of food that can allow harmful microorganisms to grow and multiply.
* **Improperly packaged food** - packaging that is not airtight or improperly sealed, which can allow for contamination or spoilage.
* **Improperly labelled food** - food labels that do not accurately reflect the contents of the package or the potential for allergen contamination.

Examine food handling operations.

Examining food handling operations is an essential step in ensuring food safety. Food handling operations refer to all the activities involved in the preparation, cooking, storage, and serving of food. These operations can be a source of food contamination and can lead to foodborne illness if not performed correctly. Food handling operations involve several critical control points where hazards must be identified and controlled. Proper hygiene practices, such as frequent hand washing, wearing appropriate clothing, and avoiding bare-hand contact with ready-to-eat foods, are essential to minimize the risk of contamination.

Food storage and temperature control are also crucial, as improper storage can lead to the growth of harmful bacteria. Additionally, cooking, and reheating food to the correct temperature can help kill harmful bacteria and prevent foodborne illness. Finally, proper sanitation practices, including cleaning and disinfecting surfaces and equipment, are necessary to prevent the spread of harmful pathogens. By examining food handling operations and implementing appropriate controls, food businesses can minimize the risk of contamination, protect their customers, and ensure food safety.

Examining food handling operations and processes is crucial in identifying potential or existing food hazards. A comprehensive hazard analysis must be performed to identify hazards and evaluate the risks associated with each hazard. The following are some potential food hazards that should be identified during the examination of food handling operations:

**Biological hazards**

Bacteria, viruses, parasites, and other microorganisms can cause foodborne illness if they are present in food. Contamination can occur at any stage of production, and it is essential to identify the sources of contamination and implement controls to prevent the spread of harmful microorganisms.

**Chemical hazards**

Chemicals such as pesticides, cleaning agents, and food additives can pose a risk to food safety if they are not used or stored properly. The examination of food handling operations should identify areas where chemicals are used or stored and ensure that they are used and stored appropriately.

**Physical hazards**

Foreign objects such as glass, metal, and plastic can accidentally contaminate food during production, processing, or packaging. Careful examination of all stages of production is necessary to identify potential sources of physical contamination.

**Allergens**

Allergens such as peanuts, tree nuts, soy, wheat, milk, eggs, and fish can cause severe allergic reactions in some individuals. It is essential to identify potential allergen sources, such as cross-contamination, and implement controls to prevent allergen contamination.

**Temperature abuse**

Temperature abuse can lead to the growth of harmful bacteria and cause foodborne illness. It is important to identify critical control points, such as storage and cooking temperatures, and implement controls to ensure that food is stored and cooked at the correct temperature.

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| **Learning Activity 10**  Examine food handling operations and processes and identify potential or existing food hazards. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   * Procedure to examine food handling operations and processes and identify potential or existing food hazards. * Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Identify critical control points in food preparation system where food hazards and contaminants must be controlled.

Critical control points

Critical Control Points (CCPs) are specific points in a food production process where hazards can be prevented, eliminated, or reduced to an acceptable level. CCPs are critical to ensuring food safety and preventing foodborne illness. Examples of CCPs include cooking, cooling, and packaging. These points are identified and monitored through Hazard Analysis and Critical Control Point (HACCP) systems, which are internationally recognized food safety management systems. HACCP systems require food producers to identify and analyse potential hazards in their production process, establish critical control points, and implement monitoring procedures to ensure that CCPs are effectively managed. By controlling these critical points, food producers can ensure that their products are safe for consumption and meet regulatory requirements.

Critical control points in food preparation system

Critical Control Points (CCPs) in food preparation systems are specific points in the food production process where potential hazards can be prevented, eliminated, or reduced to an acceptable level. Some common CCPs in food preparation systems include:

* Raw material receiving: This is the first step in the food preparation process, where raw materials are received from suppliers. CCPs at this stage include inspecting raw materials for signs of contamination, checking temperatures, and verifying that they meet the necessary quality standards.
* Cooking and temperature control: Cooking is a critical control point as it eliminates harmful microorganisms that may be present in the food. CCPs include monitoring cooking temperatures and times, ensuring that food reaches the required temperature for a specific time, and verifying that it's evenly cooked.
* Cooling and cold storage: Cooling is essential to prevent bacterial growth in food. CCPs at this stage include monitoring the temperature of food during the cooling process, verifying that the cooling rate is sufficient to prevent bacterial growth, and ensuring that food is stored at the correct temperature to maintain food safety.
* Packaging and labelling: CCPs at this stage include ensuring that packaging materials are clean and free of contamination, verifying that the packaging meets regulatory requirements, and checking that the labelling accurately reflects the contents of the package.

How to Identify critical control points in food preparation system and control food hazards and contaminants

* Identifying critical control points (CCPs) and controlling food hazards and contaminants in a food preparation system involves the following steps:
* Conduct a Hazard Analysis: This involves identifying potential hazards that could affect food safety at each stage of the food preparation system. The hazards could be biological, chemical, or physical in nature.
* Determine Critical Control Points: Once the hazards have been identified, the next step is to determine the CCPs where the hazards can be controlled, prevented, or eliminated. This is done by identifying the steps in the food preparation system that are critical to preventing or controlling the hazard.
* Establish Critical Limits: For each CCP, critical limits need to be established to ensure that hazards are effectively controlled. These limits are measurable criteria that must be met to prevent or eliminate the hazard.
* Implement Monitoring Procedures: Monitoring procedures must be established for each CCP to ensure that critical limits are being met. This involves regularly measuring and recording data to determine if the CCP is under control.
* Establish Corrective Actions: Corrective actions must be established for each CCP in case the critical limits are not met. These actions should include steps to identify the root cause of the problem, take immediate corrective action to prevent the product from reaching the consumer, and implement long-term solutions to prevent the problem from recurring.
* Implement Verification Procedures: Verification procedures should be established to ensure that the HACCP plan is working effectively. This includes regular reviews and audits to verify that the CCPs are being properly managed.

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| **Learning Activity 11**  Identify critical control points in food preparation system where food hazards and contaminants must be controlled. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure to Identify critical control points in food preparation system where food hazards and contaminants must be controlled. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Identify product suppliers and determine quality assurance specifications for foodstuffs supplied.

Product suppliers

Product suppliers are businesses or individuals who provide goods or services to other businesses or consumers. In the context of food production and manufacturing, product suppliers refer to the companies or individuals who supply the raw materials, ingredients, equipment, and packaging materials necessary for food production.

Product suppliers play a critical role in the food industry as they ensure that the raw materials and ingredients used in food production are of the required quality and meet regulatory requirements. They also provide support in sourcing, pricing, and logistics, which is essential for the smooth operation of food production and manufacturing. Product suppliers are essential partners in the food production and manufacturing industry, as they play a critical role in ensuring the safety, quality, and reliability of the products being produced.

Examples of food product suppliers include:

* Farmers and growers who provide raw agricultural products such as fruits, vegetables, grains, and livestock.
* Food processing companies that produce ingredients such as flour, sugar, salt, and spices.
* Packaging suppliers who provide packaging materials such as boxes, bottles, bags, and cans.
* Equipment suppliers who provide machinery and equipment such as ovens, mixers, and slicers used in food production.
* Distribution companies that provide transportation and logistics services to deliver food products to customers.

Quality assurance specifications for foodstuffs supplied.

Quality assurance specifications for foodstuffs supplied refer to the specific criteria and standards that must be met by product suppliers to ensure that the foodstuffs being supplied are safe, of good quality, and meet regulatory requirements. These specifications are established by food manufacturers and processors and communicated to their suppliers.

Establish and communicate these quality assurance specifications to suppliers. Then, food manufacturers and processors can ensure that the foodstuffs they receive are of the required quality, safe for consumption, and meet regulatory requirements. This helps to ensure that the final product is of consistent quality and meets customer expectations.

Some common quality assurance specifications for foodstuffs supplied include:

* Product specifications: This includes the required physical characteristics of the product, such as size, shape, and colour.
* Chemical specifications: This includes the required chemical composition of the product, such as pH, moisture content, and fat content.
* Microbiological specifications: This includes the required microbiological quality of the product, such as the maximum allowable levels of harmful bacteria.
* Packaging and labelling specifications: This includes the required type of packaging and labelling for the product, including size, weight, and labelling requirements.
* Regulatory compliance specifications: This includes the required compliance with food safety regulations, such as Hazard Analysis and Critical Control Points (HACCP), Good Manufacturing Practices (GMPs), and Food and Drug Administration (FDA) guidelines.

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| **Learning Activity 12**  Identify product suppliers and determine quality assurance specifications for foodstuffs supplied. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. Explain the process to identify product suppliers and determine quality assurance specifications for foodstuffs supplied. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Evaluate existing product specifications for food items prepared and sold.

The process to evaluate existing product specifications for food items prepared and sold includes:

1. **Collect the product specifications.**

Collect all existing product specifications for the food items prepared and sold, including any regulatory requirements, customer specifications, or internal standards.

1. **Review the product specifications.**

Review the product specifications to ensure that they are complete, accurate, and up to date. This may involve checking the ingredients, nutritional information, allergen declarations, and other relevant details.

1. **Evaluate the product specifications.**

Evaluate the product specifications to ensure that they meet the desired quality and safety standards, as well as any regulatory requirements. This may involve comparing the product specifications with industry standards or customer expectations.

1. **Identify areas for improvement.**

Identify any areas of the product specifications that may require improvement, such as incomplete or inaccurate information, missing details, or unclear instructions.

1. **Develop an action plan.**

Develop an action plan to address the identified areas for improvement, including specific steps to be taken, timelines for completion, and responsible parties.

1. **Implement the action plan.**

Implement the action plan, ensuring that all necessary changes are made to the product specifications.

1. **Monitor compliance.**

Monitor compliance with the updated product specifications to ensure that they are followed consistently and effectively.

1. **Review and update**

Regularly review and update the product specifications as necessary to ensure that they remain effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 13**  Evaluate existing product specifications for food items prepared and sold. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure to evaluate existing product specifications for food items prepared and sold. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Evaluate existing policies and procedures and monitoring practices, including record keeping, and assess need for change.

When you evaluate existing product specifications for food items prepared and sold, food manufacturers and processors can ensure that their products meet the required quality, safety, and regulatory standards, and continue to meet customer expectations. Evaluating existing product specifications for food items prepared and sold involves the following steps:

* **Gather information.**

The first step is to gather all the relevant information on the existing product specifications, including the product's physical, chemical, and microbiological characteristics, packaging and labelling requirements, and regulatory compliance requirements. This information can be obtained from internal records, supplier specifications, and regulatory guidelines.

* **Review the information.**

The next step is to review the gathered information to ensure that it is accurate, up-to-date, and complete. Any discrepancies or gaps in the information should be addressed.

* **Identify the key product characteristics.**

Based on the gathered information, identify the key product characteristics that are critical to product quality, safety, and regulatory compliance. These characteristics may include ingredients, allergens, nutrient content, shelf life, and microbiological safety.

* **Analyse the specifications.**

Analyse the existing specifications to determine if they adequately address the identified key product characteristics. Evaluate if the current specifications are consistent with industry standards, regulatory requirements, and customer expectations.

* **Identify areas for improvement.**

Based on the analysis, identify any areas where the existing specifications could be improved to better address the key product characteristics. This could involve revising the specifications to include additional quality control measures or adjusting the specifications to better align with industry standards or regulatory requirements.

* **Implement changes.**

Once areas for improvement have been identified, make the necessary changes to the existing product specifications. Communicate the changes to relevant stakeholders, including suppliers, internal teams, and customers, as appropriate.

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| **Learning Activity 14**  Evaluate existing policies and procedures and monitoring practices, including record keeping, and assess need for change. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure to evaluate existing policies and procedures and monitoring practices, including record keeping, and assess need for change. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

**Self-Directed Learning Task 1**

**Evaluating Organisational Requirements for Food Safety Program**

**Objective:** Develop the ability to evaluate organisational requirements for a food safety program by examining various aspects of food handling, quality assurance, and existing policies and procedures.

**Duration:** Allocate 4-10 hours for self-directed learning.

**Task Overview:** In this self-directed learning task, you will focus on evaluating organisational requirements for a food safety program. You will explore different aspects of food handling operations, quality assurance, and existing policies and procedures to identify potential food hazards and areas for improvement.

**Task Activities:**

1. **Understanding Organisational Characteristics:** Begin by researching and understanding the key organisational characteristics that can impact food safety. These characteristics may include the size of the organisation, its type of food service, its location, and its customer base.
2. **Examination of Food Handling Operations:** Examine the food handling operations and processes within your organisation. Consider the journey of food from the supplier to the customer. Identify any potential or existing food hazards that could compromise food safety.
3. **Identification of Critical Control Points:** Determine critical control points (CCPs) in the food preparation system. CCPs are specific points in the process where hazards and contaminants must be controlled to ensure food safety. Identify where these CCPs exist within your operations.
4. **Supplier Evaluation:** Identify the suppliers providing foodstuffs to your organisation. Determine quality assurance specifications for the food items they supply. Consider factors such as freshness, packaging, and storage conditions.
5. **Evaluation of Product Specifications:** Review existing product specifications for the food items prepared and sold by your organisation. Ensure that these specifications align with food safety requirements and standards.
6. **Review of Policies and Procedures:** Evaluate the existing food safety policies and procedures in your organisation. Assess the effectiveness of monitoring practices, including record-keeping. Determine whether any policies or procedures need to be updated or revised to enhance food safety.

**Reflection:** Reflect on the importance of conducting a thorough evaluation of organisational requirements for a food safety program. Consider how this evaluation contributes to the creation of a robust food safety program that safeguards both customers and the reputation of the organisation.

**Evidence:** Provide evidence of your learning, including your understanding of organisational characteristics, an analysis of food handling operations, identification of critical control points, supplier evaluation, product specification review, and a review of policies and procedures. This evidence demonstrates your commitment to ensuring food safety within your organisation.

**Section 2**

# Develop food safety program to control hazards.

## Identify and consult with stakeholders in program development.

Stakeholders in program development

Stakeholders in food program development refer to individuals or groups who have an interest or are impacted by the development and implementation of a food program. Stakeholders in food program development are diverse and include individuals and groups from various sectors, including food production and manufacturing, regulatory agencies, consumers, retailers, distributors, food safety consultants, academia and research institutions, and industry associations. Engaging these stakeholders is critical to developing effective and sustainable food programs that meet the needs and expectations of all parties involved. These stakeholders can include:

* **Food producers and manufacturers**

These stakeholders are involved in the production and manufacturing of food products and have a direct interest in ensuring that the program meets their needs and requirements.

* **Regulatory agencies**

Regulatory agencies such as the Food and Drug Administration (FDA) and the United States Department of Agriculture (USDA) are responsible for ensuring that food programs comply with applicable laws and regulations.

* **Consumers**

Consumers have a direct interest in the safety and quality of the food they consume and are impacted by the development of food programs.

* **Retailers and distributors**

These stakeholders are involved in the sale and distribution of food products and have a direct interest in ensuring that the program meets their needs and requirements.

* **Food safety consultants**

Food safety consultants provide expertise in food safety and are often involved in the development and implementation of food programs.

* **Academia and research institutions**

Academia and research institutions play a critical role in providing the latest research and insights into food safety and can contribute to the development of evidence-based food programs.

* **Industry associations**

Industry associations represent the interests of food producers, manufacturers, and other stakeholders and can provide guidance and support for the development and implementation of food programs.

**Identify and consult with stakeholders in program development.**

Identify and consult with stakeholders in program development to ensure that their programs meet the needs and expectations of all parties involved. Effective stakeholder engagement can also build trust and promote collaboration among stakeholders, leading to more sustainable and successful programs. Identifying and consulting with stakeholders in program development involves the following steps:

* **Identify the stakeholders.**

The first step is to identify all the stakeholders who may be affected by the program development. This includes internal stakeholders, such as employees and management, as well as external stakeholders, such as suppliers, customers, regulators, and industry associations.

* **Determine their interests and concerns.**

Once stakeholders have been identified, determine their interests and concerns related to the program development. This can be done through surveys, interviews, focus groups, or other methods of engagement.

* **Develop a stakeholder engagement plan.**

Based on the interests and concerns identified, develop a stakeholder engagement plan that outlines the goals, objectives, and activities for engaging with stakeholders throughout the program development process.

* **Implement the engagement plan.**

Engage with stakeholders using the methods identified in the engagement plan. This can include regular meetings, workshops, webinars, and other forms of communication.

* **Seek feedback and input.**

Throughout the engagement process, solicit feedback and input from stakeholders on the program development. This can include feedback on program goals, objectives, and strategies, as well as concerns related to program implementation.

* **Incorporate stakeholder input.**

Incorporate stakeholder input into the program development process, where appropriate. This can include modifying program goals and objectives, adjusting strategies, and addressing concerns related to program implementation.

* **Communicate outcomes.**

Communicate the outcomes of stakeholder engagement to all stakeholders. This can include providing updates on program development progress, sharing the final program goals and objectives, and outlining strategies for program implementation.

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| **Learning Activity 15**  Identify and consult with stakeholders in program development. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. Explain the process used to identify and consult with stakeholders in program development. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Integrate regulatory requirements and standards into policies and procedures.

**Regulatory requirements**

Regulatory requirements refer to the rules, regulations, and standards set by government agencies and other regulatory bodies that businesses and organisations must comply with to operate legally and safely. In the context of the food industry, regulatory requirements are established to ensure that food products are safe for consumption and meet certain quality standards. These requirements can include regulations related to food safety, labelling, packaging, and marketing. Failure to comply with regulatory requirements can result in fines, legal action, and damage to the reputation of the business or organisation. As such, it is essential for food businesses and organisations to be aware of and comply with regulatory requirements to ensure the safety and quality of their products and to maintain the trust of their customers.

**Standards**

Standards refer to established benchmarks or criteria that are used to assess the quality, safety, and performance of products, services, and processes. In the context of the food industry, standards are established by organisations such as the International Organisation for Standardization (ISO) and Codex Alimentarius to ensure that food products meet certain quality and safety requirements. Standards can cover a range of areas, including food safety management systems, labelling, packaging, and sustainability. Compliance with standards can provide businesses and organisations with a competitive advantage, as it demonstrates their commitment to quality and safety. Standards also provide consumers with a way to assess the quality and safety of food products and to make informed purchasing decisions. By adhering to established standards, businesses and organisations can improve the quality and safety of their products, increase customer trust and loyalty, and promote sustainability and social responsibility.

**Policies and procedures**

Policies and procedures are established guidelines and protocols that organisations use to standardize their operations and ensure consistency in the delivery of products and services. In the context of the food industry, policies and procedures are established to ensure the safety and quality of food products, to comply with regulatory requirements, and to promote sustainable practices. Policies are high-level statements that outline the organisation's goals and objectives, while procedures provide detailed instructions on how to carry out specific tasks or activities. Examples of food industry policies and procedures include food safety policies, employee training procedures, quality control procedures, and environmental sustainability policies. By establishing and following effective policies and procedures, food businesses and organisations can improve their efficiency, reduce costs, and minimize risk, ensuring that they meet the needs of their customers and stakeholders.

How to integrate regulatory requirements and standards into policies and procedures?

When you integrate regulatory requirements and standards into policies and procedures, you can ensure that they meet the required quality and safety standards and comply with regulatory requirements. This can help to reduce risks, improve efficiency, and promote trust and confidence among customers and stakeholders. Integrating regulatory requirements and standards into policies and procedures involves the following steps:

* Identify relevant regulatory requirements and standards: The first step is to identify the relevant regulatory requirements and standards that apply to the food business or organisation. This can include food safety regulations, quality control standards, and environmental sustainability guidelines.
* Determine how the requirements and standards impact policies and procedures: Review existing policies and procedures to determine how the identified requirements and standards impact them. Identify areas where policies and procedures need to be updated or modified to meet the requirements and standards.
* Develop policies and procedures that incorporate the requirements and standards: Based on the identified areas for improvement, develop policies and procedures that incorporate the relevant requirements and standards. This may involve adding new policies or procedures, modifying existing ones, or creating new processes to ensure compliance.
* Communicate policies and procedures to employees and stakeholders: Once policies and procedures have been developed, communicate them to employees and stakeholders to ensure that they are aware of the changes and understand how to comply with them. This can be done through training sessions, informational materials, and regular updates.
* Monitor and review policies and procedures: Monitor and review policies and procedures on a regular basis to ensure that they remain effective and compliant with relevant regulatory requirements and standards. This can involve conducting regular audits, updating policies and procedures as necessary, and incorporating feedback from employees and stakeholders.

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| **Learning Activity 16**  Integrate regulatory requirements and standards into policies and procedures. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss strategies to integrate regulatory requirements and standards into policies and procedures. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Establish and document critical control points and control methods for each point.

When you establish and document CCPs and control methods, you can effectively manage food safety hazards and reduce the risk of foodborne illness. It is important to regularly review and update the HACCP plan as necessary to ensure that it remains effective and up to date with changes in the food production process or regulations.

To establish and document critical control points (CCPs) and control methods for each point follow the following process:

* **Conduct a Hazard Analysis**

Identify the potential hazards that could occur at each stage of the food production process. This includes biological, chemical, and physical hazards.

* **Determine CCPs**

Determine the critical control points in the food production process where control measures can be applied to prevent, eliminate, or reduce identified hazards.

* **Establish Critical Limits**

Establish critical limits for each CCP. Critical limits are measurable criteria that must be met to prevent, eliminate, or reduce the hazard. These limits may include time, temperature, pH, or other factors.

* **Implement Monitoring Procedures**

Establish monitoring procedures for each CCP. This involves regularly measuring and recording data to determine if the CCP is under control and the critical limits are being met.

* **Establish Corrective Actions**

Establish corrective actions for each CCP in case the critical limits are not met. This involves identifying the root cause of the problem, taking immediate corrective action to prevent the product from reaching the consumer, and implementing long-term solutions to prevent the problem from recurring.

* **Implement Verification Procedures**

Establish verification procedures to ensure that the HACCP plan is working effectively. This includes regular reviews and audits to verify that the CCPs are being properly managed.

* **Document the HACCP Plan**

Document the HACCP plan, including the hazard analysis, CCPs, critical limits, monitoring procedures, corrective actions, and verification procedures. The documentation should be clear, concise, and readily available to all employees involved in the food production process.

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| **Learning Activity 17**  Establish and document critical control points and control methods for each point. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.  With reference to each team member’s workplace, discuss procedures to establish and document critical control points and control methods for each point.  Note down the discussion points.  Explain discussion points to the trainer when trainer asks your group. |

## Develop procedures for systematic monitoring of controls and associated record keeping.

Systematic monitoring of controls

Systematic monitoring of controls refers to the ongoing process of checking, reviewing, and assessing the controls and procedures in place to manage food safety hazards. The purpose of systematic monitoring is to ensure that the controls are effective in preventing, eliminating, or reducing identified hazards to an acceptable level. When you are systematically monitoring controls, you can ensure that your food safety controls and procedures are effective in preventing or reducing hazards to an acceptable level. This helps to protect consumers and maintain the integrity of the food supply chain.

The process involved in systematic monitoring of controls include:

* **Establish a monitoring program.**

Establish a monitoring program that includes the frequency of monitoring, who will conduct the monitoring, and how the monitoring results will be documented.

* **Conduct regular monitoring.**

Conduct regular monitoring to ensure that the controls are being implemented effectively and are achieving the desired results. This may involve physical checks, record reviews, or other forms of monitoring.

* **Document monitoring results**

Document the results of monitoring in a systematic and standardized manner. This includes identifying any deviations from established procedures or controls.

* **Analyse monitoring results**

Analyse the monitoring results to identify any patterns or trends that may indicate a need for corrective action.

* **Implement corrective actions.**

Take corrective action to address any identified deviations or trends. This may involve adjusting controls or procedures, retraining employees, or implementing additional controls.

* **Review and update the monitoring program.**

Regularly review and update the monitoring program to ensure that it remains effective and up to date with changes in the food production process or regulations.

Develop procedures for systematic monitoring of controls and associated record keeping.

When you have procedures in place for systematic monitoring of controls, you can ensure that their food safety controls and procedures are effective in preventing or reducing hazards to an acceptable level. This helps to protect consumers and maintain the integrity of the food supply chain. Developing procedures for systematic monitoring of controls and associated record keeping involves the following steps:

* **Establish monitoring requirements.**

Determine the regulatory requirements and industry best practices for monitoring controls and associated record keeping. This may include requirements for monitoring frequency, monitoring methods, and record keeping requirements.

* **Identify critical control points.**

Identify the critical control points in the food production process where monitoring is necessary to prevent, eliminate, or reduce identified hazards.

* **Develop monitoring procedures.**

Develop monitoring procedures for each critical control point, including the monitoring frequency, methods, and data recording requirements.

* **Establish record keeping procedures.**

Establish record keeping procedures for all monitoring activities. This includes documenting the monitoring results, any deviations from established procedures or controls, and any corrective actions taken.

* **Implement the monitoring and record keeping procedures.**

Implement the monitoring and record keeping procedures, ensuring that they are followed consistently and accurately.

* **Train employees**

Train employees on the monitoring and record keeping procedures to ensure that they understand their responsibilities and are able to carry out the procedures effectively.

* **Review and update the procedures.**

Regularly review and update the monitoring and record keeping procedures to ensure that they remain effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 18**  Develop procedures for systematic monitoring of controls and associated record keeping. | |
| **Activity type** | Written activity |
| **Activity timing** | 30 minutes |
| **Activity description**  Icon  Description automatically generated | Write a brief report addressing the following:   1. With reference to your workplace practice, describe develop procedures for systematic monitoring of controls and associated record keeping. 2. Explain your written work briefly to your trainer when trainer asks you in turn. |

## Develop corrective action procedures for uncontrolled hazards.

Uncontrolled hazards

Uncontrolled hazards refer to potential sources of harm or danger that have not been identified, assessed, or addressed through a food safety management system. These hazards can include biological, chemical, or physical contaminants that could cause harm to consumers if they are not detected or controlled. Uncontrolled hazards may arise due to a lack of awareness, inadequate training, or failure to implement appropriate controls or procedures. If uncontrolled hazards are not identified and managed, they can lead to foodborne illness outbreaks, product recalls, and damage to the reputation of the food business or organisation. As such, it is essential for food businesses and organisations to implement effective food safety management systems to identify and control potential hazards and ensure the safety and quality of their products.

When you develop corrective action procedures for uncontrolled hazards, you can effectively manage food safety hazards and reduce the risk of foodborne illness. It is important to regularly review and update the corrective action procedures as necessary to ensure that they remain effective and up to date with changes in the food production process or regulations.

Developing corrective action procedures

Developing corrective action procedures for uncontrolled hazards involves the following steps:

* Identify the uncontrolled hazard: Identify the uncontrolled hazard that has been identified, such as a biological, chemical, or physical contaminant.
* Assess the risk: Assess the risk associated with the uncontrolled hazard, including the potential harm to consumers and the likelihood of occurrence.
* Determine the root cause: Determine the root cause of the uncontrolled hazard, including any factors that contributed to the hazard, such as a lack of awareness, inadequate training, or failure to implement appropriate controls or procedures.
* Develop a corrective action plan: Develop a corrective action plan that addresses the root cause of the uncontrolled hazard. The plan should include specific actions to be taken, timelines for completion, and responsible parties.
* Implement the corrective action plan: Implement the corrective action plan, ensuring that all actions are completed as outlined and within the specified timelines.
* Monitor the effectiveness of the corrective action: Monitor the effectiveness of the corrective action to ensure that the uncontrolled hazard has been effectively addressed and that it does not recur.
* Review and update procedures: Regularly review and update corrective action procedures to ensure that they remain effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 19**  Develop corrective action procedures for uncontrolled hazards. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. Procedure to develop corrective action procedures for uncontrolled hazards. 2. Provide a verbal report of your work outcomes when the trainer randomly asks you. 3. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Develop or modify and record product specifications covering food items prepared and sold.

Develop or modify and record product specifications for food items prepared and sold, so that you can ensure that their products meet the required quality and safety standards, comply with regulatory requirements, and meet customer expectations. Documenting product specifications also provides a reference for employees and stakeholders, promoting consistency in the production and labelling of food products.

Developing or modifying and recording product specifications for food items prepared and sold involves the following steps:

* Identify the food items: Identify the food items that will be covered by the product specifications. This may include raw materials, ingredients, finished products, or menu items.
* Determine the criteria: Determine the criteria that will be covered by the product specifications. This may include quality, safety, nutritional content, labelling, and packaging.
* Establish the product specifications: Establish the product specifications based on the identified criteria. This may involve researching industry standards, regulatory requirements, and customer expectations.
* Document the product specifications: Document the product specifications in a clear and concise manner. This may include using standardized formats and including all relevant details, such as ingredient lists, allergen information, and storage requirements.
* Review and approve the product specifications: Review and approve the product specifications to ensure that they meet all relevant criteria and are consistent with the organisation's goals and objectives.
* Implement the product specifications: Implement the product specifications, ensuring that all products are produced and labelled according to the established specifications.
* Monitor compliance with the product specifications: Monitor compliance with the product specifications through regular audits and inspections. Document any deviations from the specifications and take corrective action as necessary.
* Review and update the product specifications: Regularly review and update the product specifications as necessary to ensure that they remain effective and up to date with changes in the food production process, regulatory requirements, or customer expectations.

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| **Learning Activity 20**  Develop or modify and record product specifications covering food items prepared and sold. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the process to develop or modify and record product specifications covering food items prepared and sold. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Identify training needs and develop training program.

When you identify and address training needs for a food safety program, your organisation can ensure that all employees are equipped with the necessary knowledge and skills to effectively manage food safety hazards and maintain the quality and safety of food products.

Training needs for a food safety program may include the following areas:

* Food safety principles and regulations: Training on food safety principles and regulations is essential for all employees involved in food production, handling, or serving. This may include topics such as HACCP, foodborne illness prevention, personal hygiene, and cross-contamination.
* Equipment and facilities: Training on the proper use and maintenance of equipment and facilities is essential to ensure the safety and quality of food products. This may include topics such as cleaning and sanitizing procedures, temperature control, and pest control.
* Allergen management: Training on allergen management is essential to prevent cross-contamination and ensure the safety of customers with food allergies. This may include topics such as identifying allergens, storing, and handling allergenic ingredients, and preventing cross-contact.
* Product handling and storage: Training on proper product handling and storage is essential to prevent spoilage and ensure the quality of food products. This may include topics such as inventory management, storage and handling procedures, and product rotation.
* Customer service: Training on customer service is important to ensure that employees are able to provide accurate and helpful information to customers regarding food safety, allergens, and other related concerns.
* Crisis management: Training on crisis management is important to ensure that employees are prepared to handle food safety emergencies, such as product recalls or outbreaks of foodborne illness.

Identify training needs.

Identify training needs and develop a training program that effectively addresses the identified knowledge and skill gaps among employees. This can help to reduce risks, improve efficiency, and promote trust and confidence among customers and stakeholders.

To identify training needs and develop a training program for a food safety program, follow the following procedure:

* Identify areas of risk: Identify areas of the food production process that pose the highest risk of food safety hazards.
* Identify knowledge and skill gaps: Identify the knowledge and skill gaps among employees that may contribute to the identified risks.
* Develop training objectives: Develop training objectives that address the identified knowledge and skill gaps.
* Determine training methods: Determine the most effective training methods for the identified objectives, such as classroom training, on-the-job training, or online training.
* Develop training materials: Develop training materials, such as presentations, manuals, and instructional videos, that support the training objectives.
* Implement the training program: Implement the training program, ensuring that all employees receive the necessary training according to the identified objectives.
* Monitor training effectiveness: Monitor the effectiveness of the training program through regular evaluations and feedback from employees.
* Update the training program: Regularly review and update the training program to ensure that it remains effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 21**  Identify training needs and develop training program. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. How to identify training needs and develop training program. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Develop schedule for regular review of food safety program.

Schedule for review of a food safety program

A schedule for review of a food safety program is essential to ensure that the program remains effective and up to date with changes in the food production process or regulations. The schedule should include regular reviews and evaluations of the food safety program, including the HACCP plan, standard operating procedures, and training programs. The frequency of reviews may vary depending on the size of the food business, the complexity of the food production process, and the level of risk associated with the products. Reviews may be conducted annually, quarterly, or on an as-needed basis. During the review process, any identified areas for improvement should be addressed, and updates should be made to the food safety program accordingly. By maintaining a regular schedule for review of the food safety program, food businesses can ensure that their products are safe and of high quality, protecting consumers and promoting trust and confidence in their products.

Developing a schedule for regular review of a food safety program involves the following steps:

* **Determine the review frequency.**

Determine the appropriate frequency for reviewing the food safety program. This may be based on regulatory requirements, industry best practices, or the level of risk associated with the food production process.

* **Identify the components to be reviewed.**

Identify the components of the food safety program that will be reviewed, including the HACCP plan, standard operating procedures, and training programs.

* **Establish review criteria.**

Establish criteria for reviewing the components of the food safety program, including evaluating the effectiveness of controls, identifying any areas for improvement, and ensuring compliance with regulatory requirements.

* **Assign responsibility for review.**

Assign responsibility for conducting the reviews and establishing a timeline for completion.

* **Document the review process.**

Document the review process, including the date of the review, the components reviewed, and any identified areas for improvement or corrective actions.

* **Implement the review process.**

Implement the review process, ensuring that all components of the food safety program are reviewed according to the established frequency and criteria.

* **Review and update the schedule.**

Regularly review and update the schedule for review of the food safety program as necessary to ensure that it remains effective and up to date with changes in the food production process or regulations.

When you develop a schedule for regular review of the food safety program, your organisation can ensure that their products are safe and of high quality, protecting consumers and promoting trust and confidence in their products.

Developing a schedule for regular review of a food safety program involves the following steps:

* **Determine the review frequency.**

Determine the appropriate frequency for reviewing the food safety program. This may be based on regulatory requirements, industry best practices, or the level of risk associated with the food production process.

* **Identify the components to be reviewed.**

Identify the components of the food safety program that will be reviewed, including the HACCP plan, standard operating procedures, and training programs.

* **Establish review criteria.**

Establish criteria for reviewing the components of the food safety program, including evaluating the effectiveness of controls, identifying any areas for improvement, and ensuring compliance with regulatory requirements.

* **Assign responsibility for review.**

Assign responsibility for conducting the reviews and establishing a timeline for completion.

* **Document the review process.**

Document the review process, including the date of the review, the components reviewed, and any identified areas for improvement or corrective actions.

* **Implement the review process.**

Implement the review process, ensuring that all components of the food safety program are reviewed according to the established frequency and criteria.

* **Review and update the schedule.**

Regularly review and update the schedule for review of the food safety program as necessary to ensure that it remains effective and up to date with changes in the food production process or regulations.

**Sample schedule for review of a food safety program**:

Quarterly Review Schedule:

Quarter 1 (January - March):

Week 1: Review HACCP plan and associated documents

Week 2: Review standard operating procedures for all critical control points

Week 3: Conduct training needs assessment and update training program as necessary

Week 4: Review all record-keeping practices and documentation.

Quarter 2 (April - June):

Week 1: Review sanitation and cleaning procedures

Week 2: Conduct an internal audit of the food safety program.

Week 3: Review food supplier agreements and documentation

Week 4: Evaluate customer feedback and complaints related to food safety.

Quarter 3 (July - September):

Week 1: Review pest control measures and documentation

Week 2: Review product labelling and packaging procedures

Week 3: Conduct a mock recall and evaluate the effectiveness of the recall plan.

Week 4: Review any new regulatory requirements or industry best practices.

Quarter 4 (October - December):

Week 1: Review employee hygiene practices and documentation

Week 2: Evaluate the effectiveness of the food safety program over the past year.

Week 3: Conduct a risk assessment of all food products and processes.

Week 4: Review and update the food safety program as necessary.

This is just an example, and the frequency and components of the review schedule may vary depending on the specific needs of the food business or organisation.

**An example schedule for regular review of a food safety program:**

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| **Activity** | **Frequency** |
| Review of policies and procedures | Annually |
| Training needs assessment and planning | Bi-annually |
| Review of product specifications | Quarterly |
| Inspection and audit of critical control points | Monthly |
| Review of corrective action procedures | As needed |
| Review of record keeping procedures | Monthly |
| Review of supplier quality assurance specifications | Annually |
| Review of regulatory requirements and standards | Bi-annually |
| Review of monitoring procedures | Monthly |
| Review of customer complaint procedures | As needed |

Note that the frequency of reviews may vary depending on the specific needs and risks of the food business.

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| **Learning Activity 22**  Develop schedule for regular review of food safety program. | |
| **Activity type** | Written activity |
| **Activity timing** | 30 minutes |
| **Activity description**  Icon  Description automatically generated | Write a brief report addressing the following:   1. Develop schedule for regular review of food safety program. 2. Provide a verbal report of your work outcomes when the trainer randomly asks you. |

## Document food safety program and provide to regulatory authorities as required.

When you document a food safety program and provide it to regulatory authorities as required, your organisation can demonstrate their commitment to food safety and compliance with regulatory requirements. A well-documented food safety program also provides a reference for employees and stakeholders, promoting consistency in the production and labelling of food products.

Documenting a food safety program and providing it to regulatory authorities as required involves the following steps:

* Identify the required documentation: Identify the documentation that is required by regulatory authorities for the food safety program. This may include the HACCP plan, standard operating procedures, training records, and any other relevant documentation.
* Develop a document control system: Develop a document control system to ensure that all documents are managed, updated, and stored appropriately. This may involve assigning document numbers, establishing version control, and ensuring that all documents are up-to-date and accurate.
* Organise the documentation: Organise the documentation in a clear and logical manner, making it easy to access and review. This may include creating a table of contents or index for the documents.
* Ensure completeness and accuracy: Ensure that all required documentation is complete and accurate, with no missing or incomplete information.
* Provide documentation to regulatory authorities: Provide the required documentation to regulatory authorities in the format and within the timeframe specified. This may involve submitting documentation electronically or in hard copy form, depending on the requirements of the regulatory authority.
* Maintain documentation: Maintain documentation in a secure and organised manner, ensuring that it is easily accessible for internal and external audits.

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| **Learning Activity 23**  Document food safety program and provide to regulatory authorities as required. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 3-5 minutes per learner |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:  With reference to each team member’s workplace, discuss.  With reference to your workplace practice, describe the process used to document food safety program and provide to regulatory authorities as required.  Ensure you communicate concisely and cover comprehensively using oral communication skills. |

**Self-Directed Learning Task 2**

**Developing a Food Safety Program**

**Objective:** Learn how to develop a comprehensive food safety program that effectively controls hazards and ensures compliance with regulatory requirements.

**Duration:** Allocate 4-10 hours for self-directed learning.

**Task Overview:** In this self-directed learning task, you will focus on developing a food safety program to control hazards in a food service or preparation setting. You will cover various aspects, including stakeholder consultation, integrating regulatory requirements, establishing critical control points, monitoring controls, and documenting the program.

**Task Activities:**

1. **Stakeholder Consultation:** Begin by identifying the relevant stakeholders involved in food safety within your organisation. This may include employees, suppliers, and regulatory authorities. Consult with these stakeholders to gather insights and input for program development.
2. **Integration of Regulatory Requirements:** Research and understand the specific regulatory requirements and standards that apply to your organisation. Integrate these requirements into your food safety program's policies and procedures.
3. **Critical Control Points (CCPs):** Identify and document critical control points within your food handling and preparation processes. For each CCP, establish control methods to mitigate food hazards effectively.
4. **Monitoring and Record Keeping:** Develop procedures for systematically monitoring the identified controls at each CCP. Establish a robust record-keeping system to document monitoring activities, deviations, and corrective actions taken.
5. **Corrective Action Procedures:** Create detailed procedures for addressing uncontrolled hazards or deviations from established control methods. Ensure that corrective actions are prompt and effective in maintaining food safety.
6. **Product Specifications:** Develop or modify product specifications for all food items prepared and sold by your organisation. These specifications should align with food safety requirements and reflect any changes made in response to hazards.
7. **Training Program:** Identify the training needs of your team members regarding food safety. Develop a training program that addresses these needs and ensures that employees are well-informed and capable of implementing the food safety program.
8. **Program Review Schedule:** Establish a schedule for regular reviews of your food safety program. These reviews should occur at defined intervals to ensure the program remains effective and up to date.
9. **Documentation and Reporting:** Document the entire food safety program, including policies, procedures, control methods, monitoring records, corrective actions, and training materials. Ensure that you have the necessary documentation to provide regulatory authorities when required.

**Reflection:** Reflect on the importance of developing a comprehensive food safety program that not only meets regulatory requirements but also safeguards the health and well-being of customers. Consider the role of stakeholder consultation and continuous improvement in program development.

**Evidence:** Provide evidence of your learning, including documented policies, procedures, control methods, monitoring records, corrective action procedures, and training materials. This evidence demonstrates your competence in developing a robust food safety program.

# Section 3

# Implement food safety program.

Implementing a food safety program is essential for ensuring the safety and quality of food products and preventing the spread of foodborne illness. Here are three descriptive paragraphs that outline the steps involved in implementing a food safety program:

Developing policies and procedures

The first step in implementing a food safety program is to develop policies and procedures that outline the specific steps that must be taken to ensure the safety of food products. These policies should cover all aspects of food handling, including storage, preparation, cooking, and serving, and should be based on the latest regulatory guidelines and best practices. They should also be tailored to the specific needs of the business, considering factors such as the size of the operation, the types of food being served, and the level of risk associated with various food hazards.

Training employees

Once policies and procedures have been developed, the next step is to train employees on the proper methods for handling and preparing food. This should include training on topics such as personal hygiene, cross-contamination prevention, and proper cooking and temperature control. Employees should also be trained on how to identify potential food hazards and how to report any issues to management. Training should be ongoing and should be reinforced with regular reminders and refresher courses.

Monitoring and evaluation

After policies have been developed and employees have been trained, the final step in implementing a food safety program is to monitor and evaluate its effectiveness. This should include regular inspections and audits of the food handling and preparation areas, as well as regular testing of food products to ensure that they are free from harmful contaminants. Any issues that are identified should be addressed promptly, and the program should be adjusted as needed to ensure continuous improvement. By monitoring and evaluating the food safety program on an ongoing basis, businesses can ensure that they are providing their customers with safe and high-quality food products.

Implementation process include:

1. Communicate food safety programs, policies, procedures, and product specifications to colleagues and ensure display of appropriate signage and access to information.
2. Organise appropriate training and mentoring.
3. Monitor operational activities to ensure that policies and procedures are followed.
4. Manage response to incidents of uncontrolled food hazards and oversee implementation of corrective action procedures.
5. Make changes to practices that led to the food safety breach, and document, communicate and implement changes.
6. Maintain food safety management documents.

## Communicate food safety programs, policies, procedures, and product specifications to colleagues and ensure display of appropriate signage and access to information.

When you effectively communicate food safety programs, policies, procedures, and product specifications to colleagues and ensure the display of appropriate signage and access to information, your workplace can promote a culture of food safety and reduce the risk of foodborne illness. Consistent communication and training also help to ensure that employees are aware of the importance of food safety and are equipped with the knowledge and skills to implement effective food safety practices.

To effectively communicate, follow the following process.

**Develop clear and concise materials.**

Develop clear and concise materials that outline the food safety programs, policies, procedures, and product specifications. These materials should be easy to understand and provide employees with the information they need to perform their jobs safely and effectively.

**Conduct training sessions**

Conduct training sessions to ensure that all employees understand the food safety programs, policies, procedures, and product specifications. These training sessions may be conducted in person or online and should be mandatory for all employees.

**Provide access to documentation.**

Provide easy access to all documentation related to food safety programs, policies, procedures, and product specifications. This may involve posting the materials on an internal website, providing hard copies in a central location, or distributing electronic copies via email.

**Display appropriate signage.**

Display appropriate signage in all areas of the food production process to remind employees of important food safety procedures and requirements. For example, signage may indicate hand-washing stations, proper temperature ranges for food storage, and allergen information.

**Ensure consistent communication.**

Ensure consistent communication of food safety programs, policies, procedures, and product specifications by regularly updating employees on any changes or updates. This may involve holding regular meetings or sending out email updates.

**Encourage employee participation.**

Encourage employee participation in the food safety program by soliciting feedback and ideas for improvement. This may involve setting up suggestion boxes or holding regular meetings to discuss food safety issues.

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| **Learning Activity 24**  Communicate food safety programs, policies, procedures, and product specifications to colleagues and ensure display of appropriate signage and access to information. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. How to communicate food safety programs, policies, procedures, and product specifications to colleagues and ensure display of appropriate signage and access to information. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Organise appropriate training and mentoring.

Mentoring

Mentoring is a professional development strategy in which an experienced and knowledgeable individual provides guidance, support, and advice to a less experienced individual. Mentoring relationships can be formal or informal and can take many different forms, from one-on-one meetings to group sessions or online communication. The role of the mentor is to share their expertise and experience with the mentee, providing guidance on career development, skills development, and other professional or personal challenges. Mentoring can be a valuable tool for individuals at all stages of their careers, providing an opportunity to learn from the experiences of others, gain new perspectives and insights, and build supportive relationships. Effective mentoring relationships are built on trust, respect, and open communication, and can have a significant impact on individual and organisational success.

Organise appropriate training and mentoring.

Organise appropriate training and mentoring for a food safety program, so that your food establishment can ensure that employees have the necessary knowledge and skills to implement effective food safety practices. This helps to reduce the risk of foodborne illness, improve efficiency, and promote trust and confidence among customers and stakeholders.

Organising appropriate training and mentoring for a food safety program involves the following process:

**Conduct a training need assessment.**

Conduct a training needs assessment to determine the specific knowledge and skill gaps among employees related to food safety. This may involve reviewing job descriptions, performance evaluations, and observation of employees in their work environment.

**Develop training objectives.**

Develop clear training objectives that address the identified knowledge and skill gaps. These objectives should be specific, measurable, achievable, relevant, and time-bound (SMART).

**Determine the training methods.**

Determine the most effective training methods for the identified objectives, such as classroom training, on-the-job training, or online training. Consider factors such as the size of the food business, the complexity of the food production process, and the level of risk associated with the products.

**Develop training materials.**

Develop training materials, such as presentations, manuals, and instructional videos, that support the training objectives. These materials should be tailored to the specific needs of the food business and the identified knowledge and skill gaps.

**Implement the training program.**

Implement the training program, ensuring that all employees receive the necessary training according to the identified objectives. Consider incorporating mentoring or coaching programs to provide ongoing support and reinforcement of the training.

**Monitor training effectiveness.**

Monitor the effectiveness of the training program through regular evaluations and feedback from employees. This may involve using quizzes, surveys, or other assessment tools to measure the knowledge and skills gained through the training.

**Review and update the training program.**

Regularly review and update the training program to ensure that it remains effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 25**  Organise appropriate training and mentoring. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. How to organise appropriate training and mentoring for colleagues? 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Monitor operational activities to ensure that policies and procedures are followed.

**Operational activities**

Operational activities are the day-to-day activities involved in running a food business, such as the production, processing, packaging, storage, and distribution of food products. These activities may include:

1. Receiving and inspecting raw materials
2. Preparing and cooking food items
3. Packaging and labelling food products
4. Storing food products at appropriate temperatures
5. Distributing food products to customers or retailers
6. Cleaning and sanitizing equipment and facilities
7. Monitoring food safety controls, such as critical control points and monitoring procedures
8. Conducting internal audits and reviews of the food safety program
9. Providing customer service and support
10. Training employees on food safety policies and procedures

**Monitor operational activities to ensure that policies and procedures are followed.**

Monitoring operational activities is essential to ensure that policies and procedures related to food safety are being followed and that food products are safe for consumption. By monitoring operational activities, food businesses can identify any areas for improvement and take corrective action to ensure compliance with regulatory requirements and reduce the risk of foodborne illness. Monitoring operational activities to ensure that policies and procedures are followed involves the following steps:

* **Establish monitoring procedures.**

Establish procedures for monitoring operational activities to ensure that policies and procedures are followed. These procedures may include regular audits, spot-checks, or daily checks.

* **Assign responsibility for monitoring.**

Assign responsibility for monitoring operational activities to a designated employee or team. This person or team should have the necessary knowledge and authority to monitor effectively.

* **Develop monitoring checklists.**

Develop checklists that outline the policies and procedures that need to be monitored. These checklists should be specific and tailored to the food business or organisation.

* **Conduct monitoring activities**

Conduct monitoring activities according to the established procedures and checklists. This may involve observing employees in their work environment, reviewing documentation, or testing food products.

* **Document monitoring activities**

Document all monitoring activities, including any identified deviations or areas for improvement. This documentation should include the date, time, location, and name of the person who conducted the monitoring.

* **Provide feedback and corrective action.**

Provide feedback to employees based on the results of the monitoring activities. Identify any areas for improvement and provide corrective action as necessary.

* **Review and update monitoring procedures**

Regularly review and update monitoring procedures to ensure that they remain effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 26**  Monitor operational activities to ensure that policies and procedures are followed. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the monitoring procedure of operational activities to ensure that policies and procedures are followed. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Manage response to incidents of uncontrolled food hazards and oversee implementation of corrective action procedures.

Incidents of uncontrolled food hazards

Incidents of uncontrolled food hazards refer to situations where food products become contaminated with harmful microorganisms, chemicals, or foreign objects, and these hazards are not detected or controlled before the products are sold or consumed.

Incidents of uncontrolled food hazards can have serious consequences for public health and can also result in significant financial losses for food businesses. It is therefore important for food businesses to have effective food safety programs in place to prevent and detect potential hazards, and to take immediate corrective action in the event of an incident. Some examples of incidents of uncontrolled food hazards may include:

* An outbreak of foodborne illness due to contaminated food products.
* The discovery of foreign objects, such as glass or metal, in food products.
* The presence of undeclared allergens in food products.
* The presence of excessive levels of harmful chemicals, such as pesticides or heavy metals, in food products.
* A product recall due to the detection of a food hazard in a food product.

Manage the response to incidents of uncontrolled food hazards and oversee the implementation of corrective action procedures, you can minimize the risk of harm to consumers and protect their brand reputation. Effective management of incidents can also help to demonstrate the business's commitment to food safety and regulatory compliance.

To manage the response to incidents of uncontrolled food hazards and overseeing the implementation of corrective action procedures involves the following process:

* **Identify the hazard.**

Identify the specific hazard that has occurred, such as a pathogen, chemical, or foreign object.

* **Contain the hazard.**

Take immediate action to contain the hazard and prevent any further contamination of food products. This may involve stopping production, recalling products, or disposing of contaminated products.

* **Investigate the cause.**

Conduct a thorough investigation to determine the root cause of the incident and identify any factors that contributed to the hazard.

* **Develop corrective action procedures.**

Develop a set of corrective action procedures that address the identified root cause and prevent a similar incident from occurring in the future. These procedures should be specific, measurable, achievable, relevant, and time-bound (SMART).

* **Implement corrective actions.**

Implement the corrective action procedures, ensuring that all necessary changes are made to the food safety program and operational procedures. This may involve updating SOPs, retraining employees, or modifying the food production process.

* **Monitor effectiveness.**

Monitor the effectiveness of the corrective actions to ensure that they are successfully preventing the recurrence of the hazard. This may involve conducting regular audits, spot-checks, or daily checks to ensure that policies and procedures are being followed.

* **Document the incident.**

Document the incident and all corrective actions taken, including the date, time, location, and name of the person who conducted the investigation and implemented the corrective actions.

* Review and update the food safety program: Regularly review and update the food safety program to ensure that it remains effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 27**  Manage response to incidents of uncontrolled food hazards and oversee implementation of corrective action procedures. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure used to Manage response to incidents of uncontrolled food hazards and oversee implementation of corrective action procedures. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Make changes to practices that led to the food safety breach, and document, communicate and implement changes.

Food safety breach

A food safety breach refers to any incident in which food products become contaminated with harmful microorganisms, chemicals, or foreign objects, and this contamination is not detected or controlled before the products are sold or consumed. A food safety breach can result in harm to consumers, damage to brand reputation, and financial losses for the business.

In the event of a food safety breach, it is essential to take immediate action to contain the hazard, identify the cause of the breach, and implement corrective actions to prevent future breaches. It is also important to communicate effectively with consumers, regulatory authorities, and other stakeholders, to minimize harm and maintain trust in the food business. Effective management of food safety breaches is essential to ensure the safety of consumers and protect the reputation and financial stability of the business.

Some examples of food safety breaches may include:

* An outbreak of foodborne illness caused by contaminated food products.
* The discovery of foreign objects, such as glass or metal, in food products.
* The presence of undeclared allergens in food products.
* The presence of excessive levels of harmful chemicals, such as pesticides or heavy metals, in food products.
* Failure to follow appropriate food safety protocols, such as failing to maintain appropriate temperature controls during food preparation and storage.

When you make changes to practices that led to the food safety breach, and document, communicate, and implement these changes, you can prevent future breaches and protect the safety of consumers. Effective communication of changes and regular monitoring of their effectiveness are essential to ensure that employees are aware of the changes and are following them correctly. Regular review and update of the food safety program is also important to ensure that the business is continuously improving its food safety practices and complying with regulatory requirements. Making changes to practices that led to the food safety breach, and documenting, communicating, and implementing these changes involves the following steps:

* **Identify the root cause.**

Conduct a thorough investigation to identify the root cause of the food safety breach. This may involve reviewing operational procedures, monitoring data, and interviewing employees.

* **Develop a corrective action plan.**

Develop a corrective action plan that addresses the root cause of the breach and outlines the changes that need to be made to practices and procedures.

* **Communicate changes.**

Communicate the changes to all employees, stakeholders, and regulatory authorities who may be affected by the changes. This may involve holding meetings, providing training, and distributing updated policies and procedures.

* **Implement changes.**

Implement the changes to practices and procedures according to the corrective action plan. This may involve updating standard operating procedures, retraining employees, or making physical changes to the food production process.

* **Monitor effectiveness.**

Monitor the effectiveness of the changes by conducting regular audits and spot-checks to ensure that the new practices and procedures are being followed correctly.

* Document changes: Document all changes made to practices and procedures, including the date, time, and name of the person responsible for implementing the changes.
* Review and update food safety program: Regularly review and update the food safety program to ensure that it remains effective and up to date with changes in the food production process or regulations.

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| **Learning Activity 28**  Make changes to practices that led to the food safety breach, and document, communicate and implement changes. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure used to make changes to practices that led to the food safety breach, and document, communicate and implement changes. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Maintain food safety management documents.

Food safety management documents

1. **Hazard Analysis and Critical Control Points (HACCP) plan**: A plan that identifies and controls potential hazards in the food production process.
2. **Standard Operating Procedures (SOPs):** A set of procedures that outlines specific steps for performing tasks related to food safety, such as cleaning and sanitizing equipment or handling food products.
3. **Good Manufacturing Practices (GMPs**): A set of practices and procedures that ensure that food products are consistently produced and controlled according to established quality and safety standards.
4. **Food safety policies and procedures**: Written documents that outline the company's policies and procedures related to food safety.
5. **Product specifications:** Documents that specify the required characteristics of food products, including ingredients, composition, packaging, and labelling.
6. **Supplier agreements and contracts**: Agreements that establish the expectations and requirements for suppliers of raw materials, ingredients, and packaging materials.
7. **Training manuals and records**: Documents that outline the training requirements and procedures for employees related to food safety.
8. **Audit reports**: Reports that document the results of internal or external audits related to food safety and regulatory compliance.
9. **Incident reports**: Reports that document incidents related to food safety breaches, including investigations and corrective actions taken.
10. **Record-keeping logs**: Logs that document various aspects of food production and safety, such as temperature and cleaning logs, to demonstrate compliance with regulations.

These documents are critical for effective food safety management and ensuring compliance with regulatory requirements.

How to maintain food safety management documents

Maintaining food safety management documents involves the following steps:

1. **Establish a document control system**: Establish a document control system that ensures that all food safety management documents are identified, approved, and regularly reviewed and updated.
2. **Assign responsibility:** Assign responsibility for maintaining food safety management documents to a designated employee or team. This person or team should have the necessary knowledge and authority to maintain the documents effectively.
3. **Establish document retention policies**: Establish policies for the retention of food safety management documents, including how long documents should be kept and how they should be stored.
4. **Review and update documents**: Regularly review and update food safety management documents to ensure that they remain effective and up to date with changes in the food production process or regulations.
5. **Monitor document use**: Monitor the use of food safety management documents to ensure that they are being followed correctly by employees.
6. **Document control**: Establish document control procedures, including version control, document identification, and change control.
7. **Record keeping**: Maintain records of all changes made to food safety management documents, including the date, time, and name of the person who made the changes.

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| **Learning Activity 29**  Maintain food safety management documents. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. The procedure to maintain food safety management documents. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

**Self-Directed Learning Task 3**

**Implementing a Food Safety Program**

**Objective:** Learn how to effectively implement a food safety program, ensuring that policies and procedures are followed, and corrective actions are taken when necessary.

**Duration:** Allocate 4-10 hours for self-directed learning.

**Task Overview:** In this self-directed learning task, you will focus on the practical aspects of implementing a food safety program within a food service or preparation setting. You will cover various activities, including communicating food safety programs, conducting training, monitoring operations, managing incidents, and maintaining documentation.

**Task Activities:**

1. **Communication of Food Safety Programs:** Ensure that food safety programs, policies, procedures, and product specifications are effectively communicated to your colleagues. This includes providing clear information, displaying appropriate signage, and ensuring easy access to relevant information.
2. **Training and Mentoring:** Organise and provide appropriate training and mentoring to your team members. Ensure that they are well-equipped to understand and follow food safety policies and procedures.
3. **Monitoring Operations:** Continuously monitor operational activities within your organisation to verify that established food safety policies and procedures are being followed diligently. Identify any deviations from the program.
4. **Managing Incidents:** Develop a clear plan for managing incidents related to uncontrolled food hazards. When such incidents occur, oversee the implementation of corrective action procedures promptly.
5. **Implementing Changes:** If an incident reveals practices that led to a food safety breach, take appropriate corrective actions. Document these changes, communicate them to the team, and ensure their effective implementation.
6. **Maintenance of Documentation:** Maintain all food safety management documents in an organised and accessible manner. This includes records of training, monitoring, incidents, corrective actions, and any changes made to policies and procedures.

**Reflection:** Reflect on the critical role of implementation in ensuring the success of a food safety program. Consider how effective communication, training, monitoring, and incident management contribute to maintaining a safe food handling environment.

**Evidence:** Provide evidence of your learning, including documentation related to the communication of food safety programs, training and mentoring records, monitoring reports, incident management documentation, and records of changes made to practices and procedures. This evidence demonstrates your competence in implementing a food safety program effectively.

# Section 4

# Participate in food safety audit.

Participating in a food safety audit is an important part of ensuring that food service operations are compliant with regulatory requirements and best practices for food safety. Here are three descriptive paragraphs that outline the steps involved in participating in a food safety audit:

Preparing for the audit

The first step in participating in a food safety audit is to prepare for the visit. This includes ensuring that all necessary documentation, such as policies and procedures manuals, are up-to-date and readily available for review. It may also involve conducting an internal audit to identify any potential areas of concern that may be flagged during the external audit. It is important to ensure that all employees are aware of the upcoming audit and understand their roles and responsibilities in ensuring compliance with food safety regulations.

Participating in the audit

During the food safety audit, the auditor will typically conduct a thorough inspection of the food service operation, including the storage areas, preparation areas, and service areas. They will review policies and procedures, observe employees handling and preparing food, and may take samples for testing. It is important to be transparent and cooperative during the audit, answering questions truthfully and providing any requested information promptly. Employees should be encouraged to ask questions and seek clarification if they are unsure about any aspect of the audit.

Addressing audit findings

After the audit has been completed, the auditor will typically provide a report outlining their findings and any areas of non-compliance or concern. It is important to review this report carefully and take immediate action to address any identified issues. This may involve updating policies and procedures, providing additional training to employees, or making physical improvements to the food service operation. It is important to maintain clear communication with the auditor and any regulatory authorities involved to ensure that all necessary steps are taken to bring the operation into compliance. By participating in a food safety audit and addressing any findings promptly, businesses can ensure that they are providing safe and high-quality food products to their customers.

Participation activities include:

1. Ensure food safety program is audited as required by legislation.
2. Participate in food safety program audits and provide assistance to inspectors.
3. Retain records of food audits according to legislative requirements.

## Ensure food safety program is audited as required by legislation.

Food safety legislation in Australia

In Australia, food safety legislation is enforced at both the federal and state/territory levels. The primary legislation governing food safety in Australia is the Food Standards Australia New Zealand Act 1991, which established Food Standards Australia New Zealand (FSANZ) as the primary authority responsible for developing and administering food standards across Australia and New Zealand.

In addition to the Food Standards Act, other key pieces of federal legislation that regulate food safety in Australia include:

* Imported Food Control Act 1992: This act provides for the inspection and control of imported food products to ensure that they comply with Australian food standards and are safe for consumption.
* Australian Consumer Law: This law provides protection to consumers by regulating the sale and marketing of food products, including provisions related to product labelling, misleading or deceptive conduct, and product safety.
* Quarantine Act 1908: This act provides for the control of the importation of animals, plants, and other goods that may pose a risk to Australia's agricultural or environmental systems, including potential food safety risks.

At the state and territory level, each jurisdiction has its own food safety legislation and regulations, which are enforced by state and territory food safety agencies. These agencies are responsible for monitoring compliance with food safety regulations, conducting inspections of food businesses, and enforcing penalties for non-compliance.

Ensure that a food safety program is audited as required by legislation, food businesses can demonstrate their commitment to food safety and regulatory compliance. Regular auditing of the food safety program also helps to identify potential risks and areas for improvement and provides assurance that the program is effective and operating as intended.

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| **Learning Activity 30**  Ensure food safety program is audited as required by legislation. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 3-5 minutes per learner |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. How to ensure food safety program is audited as required by legislation. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Participate in food safety program audits and provide assistance to inspectors.

Food safety program audits

A food safety program audit is a systematic examination of a food safety program to determine whether it is implemented and maintained as per the established regulatory requirements and standards. The audit assesses the overall effectiveness of the food safety program, identifies deficiencies in the program, and recommends corrective actions to address them. The audit process involves reviewing documentation, procedures, and processes related to food safety, conducting interviews with personnel responsible for food safety, and conducting a physical inspection of the premises.

The purpose of the audit is to ensure that food products are safe and comply with applicable regulatory requirements and standards. The audit evaluates various aspects of the food safety program, including the hazard analysis and critical control points (HACCP) plan, quality assurance, product specifications, training programs, record-keeping, and monitoring practices. The audit results help to identify areas where the food safety program can be improved, which in turn helps to prevent foodborne illnesses and outbreaks.

The audit may be conducted by internal personnel or by an independent third-party auditor. The audit report summarizes the findings of the audit, including any non-compliances, deficiencies, or opportunities for improvement. The report also includes recommendations for corrective actions and a timeframe for implementing them. The food business must ensure that corrective actions are implemented, and that the food safety program remains effective over time.

Steps to participate in food safety program audits and provide assistance to inspectors may include:

* **Review the audit schedule.**

Review the schedule of upcoming audits and make note of the date and time of the audit for your facility.

* **Prepare for the audit.**

Review your food safety program documents and ensure that they are up-to-date and accurate. Ensure that all necessary records are complete and easily accessible.

* **Participate in the audit.**

Be present during the audit and be available to answer any questions that the inspector may have. Provide any documentation or records that the inspector requests.

* **Assist the inspector.**

Provide the inspector with access to any areas of the facility that they need to inspect. Offer to assist with any testing or sampling that needs to be done.

* **Note any findings.**

Take note of any findings or recommendations made by the inspector during the audit.

* **Implement corrective actions.**

If any deficiencies or non-conformances are identified during the audit, develop a corrective action plan, and implement any necessary changes.

* **Follow up.**

After the audit, follow up with the inspector to ensure that any corrective actions have been implemented and that the facility is in compliance with all food safety regulations.

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| **Learning Activity 31**  Participate in food safety program audits and provide assistance to inspectors. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure used to participate in food safety program audits and provide assistance to inspectors. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Retain records of food audits according to legislative requirements.

Records of food audits

Records of food audits refer to the documentation of the results of audits conducted to assess the compliance of food safety programs with established standards and regulations. These records may include audit reports, checklists, corrective action plans, and other relevant documentation. The records serve as evidence of the food safety program's compliance with regulatory requirements and may be reviewed during inspections by regulatory authorities or as part of the internal audit process. It is essential to maintain accurate and up-to-date records of food audits to ensure the effective management of food safety risks and to facilitate continuous improvement in food safety management practices.

The following are some records that may be generated during food safety audits:

1. Audit report
2. Corrective action plan
3. Non-conformance report
4. Food safety plan review records
5. Training records
6. Supplier approval records
7. Calibration records
8. Sanitation records
9. Pest control records
10. Temperature monitoring records
11. Complaint records
12. Product testing records
13. HACCP records
14. Traceability records
15. Internal audit records.

The procedure to retain records of food audits according to legislative requirements may include the following steps:

1. Identify the legislative requirements for retaining food audit records. These requirements may vary based on the type of audit, location, and type of business.
2. Establish a system for storing and organising food audit records. This may involve using a designated folder or electronic system to ensure all records are kept in one place.
3. Ensure that all food audit records are complete and accurate, including any corrective actions taken and follow-up activities.
4. Regularly review and update food audit records as needed, including the retention schedule for each record.
5. Train staff responsible for food safety program audits on the importance of accurate record keeping and retention.
6. Develop a policy for disposing of food audit records when they are no longer required to be retained.
7. Regularly monitor and review the food audit record retention system to ensure compliance with legislative requirements.

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| **Learning Activity 32**  Retain records of food audits according to legislative requirements. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure to retain records of food audits according to legislative requirements. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

**Self-Directed Learning Task 4**

**Participating in Food Safety Audits**

**Objective:** Gain the knowledge and skills required to actively participate in food safety audits as per legislative requirements.

**Duration:** Allocate 4-10 hours for self-directed learning.

**Task Overview:** In this self-directed learning task, you will focus on understanding the food safety audit process and your role in it. Food safety audits are crucial for ensuring compliance with legislative requirements and maintaining high standards of food safety. This task will help you prepare for and actively participate in these audits.

**Task Activities:**

1. **Understanding Audit Requirements:** Research and familiarize yourself with the legislative requirements related to food safety audits in your region or industry. Ensure you understand when and how audits are required.
2. **Audit Preparation:** Learn how to prepare for a food safety audit, including gathering necessary documentation, records, and evidence of compliance with your food safety program.
3. **Active Participation:** Understand your role during a food safety audit. Learn how to provide assistance to auditors and inspectors, answer their questions accurately, and guide them through your food safety program.
4. **Documentation Retention:** Research the legislative requirements for retaining records of food safety audits. Learn how long these records need to be kept and in what format.

**Reflection:** Reflect on the significance of food safety audits in maintaining public health and ensuring compliance with food safety regulations. Consider how your active participation can contribute to a successful audit.

**Evidence:** Provide evidence of your learning, including documentation related to audit preparation, your active participation in a food safety audit, and records of how long audit-related documents should be retained. This evidence demonstrates your competence in participating in food safety audits in accordance with legislative requirements.

# Section 5

# Evaluate and revise food safety program.

Food safety is a critical component of any food service operation, and businesses must take steps to ensure that their food handling and preparation practices meet regulatory standards and keep customers safe. Evaluating and revising the food safety program is an important part of this process, as it allows businesses to identify areas of risk and make necessary adjustments to improve safety and compliance. This may involve reviewing and updating policies and procedures related to food handling, storage, and preparation, as well as conducting regular training and audits to ensure that employees are following best practices. By continuously evaluating and revising the food safety program, businesses can ensure that they are meeting or exceeding regulatory standards, reducing the risk of foodborne illness, and protecting their customers and reputation.

In addition to regulatory compliance, there are many other benefits to evaluating and revising the food safety program. For example, businesses that prioritize food safety can improve customer trust and loyalty, reduce the risk of food waste and spoilage, and minimize the likelihood of costly recalls or legal action. Effective food safety programs can also improve operational efficiency and employee morale by creating a safer and more organised work environment. By making food safety a priority and regularly evaluating and revising the program, businesses can achieve these benefits and ensure a safe and enjoyable dining experience for their customers.

Evaluation activities include:

1. Conduct scheduled review of food safety program in consultation with colleagues.
2. Validate required food safety controls.
3. Review policies, procedures, product specifications, monitoring systems and record keeping methods, and revise as required.
4. Prepare and document amended food safety program and provide to regulatory authorities as required.
5. Communicate changes and monitor inclusion in production processes.
6. Identify and respond to additional training needs based on changes to food safety practices.

## Conduct scheduled review of food safety program in consultation with colleagues.

Review of food safety program

Review of a food safety program involves the regular examination and evaluation of the program's effectiveness in preventing food hazards and ensuring the safety of the food products being prepared and sold. The review process involves assessing the program's policies, procedures, and control measures to identify areas that need improvement or modification. The review should be conducted on a regular basis to ensure that the program remains up to date with changes in regulations, industry best practices, and new hazards. The review process may involve the use of internal or external auditors and may include stakeholder consultation to gather feedback and input for program improvement. The results of the review should be documented and used to guide changes and updates to the program.

The following are the steps to conduct a scheduled review of a food safety program in consultation with colleagues:

1. Set a date and time for the review and inform all relevant colleagues and stakeholders.
2. Gather all necessary documents and records related to the food safety program, including policies, procedures, training materials, incident reports, and audit reports.
3. Review the documents and records to ensure they are up-to-date, accurate, and relevant. Identify any gaps or areas that may need improvement.
4. Discuss the findings of the review with colleagues and stakeholders, seeking input and feedback. Consider any suggestions for improvement or changes to the program.
5. Document the findings and any agreed-upon changes or improvements to the food safety program.
6. Develop an action plan for implementing any necessary changes or improvements, assigning responsibilities and timelines for completion.
7. Communicate the results of the review and any changes or improvements to all relevant colleagues and stakeholders.
8. Schedule a follow-up review to assess the effectiveness of the changes or improvements made to the food safety program.

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| **Learning Activity 33**  Conduct scheduled review of food safety program in consultation with colleagues. | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure used to conduct scheduled review of food safety program in consultation with colleagues. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Validate required food safety controls.

Validating required food safety controls involves confirming that the control measures put in place to manage food safety hazards are effective in preventing or reducing the risk of hazards. The following are the steps to validate required food safety controls:

1. Identify the food safety hazards that need to be controlled: This involves identifying the potential hazards in the food processing and handling system.
2. Develop a validation plan: The plan should include the control measures to be validated, the method of validation, and the criteria for determining the effectiveness of the control measures.
3. Conduct the validation study: This involves implementing the control measures and testing their effectiveness in controlling the identified hazards.
4. Analyse the results: The data collected during the validation study should be analysed to determine the effectiveness of the control measures.
5. Document the validation study: The results of the validation study should be documented, including any changes made to the food safety program based on the findings.
6. Review and update the food safety program: The validation results should be used to review and update the food safety program to ensure it continues to effectively control food safety hazards.

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| **Learning Activity 34**  Validate required food safety controls. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. Validation process of required food safety controls. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Review policies, procedures, product specifications, monitoring systems and record keeping methods, and revise as required.

Policies: These are the high-level statements that describe the overall direction and approach of the organisation towards food safety. Policies might include statements on the importance of food safety, the commitment of management to food safety, and the roles and responsibilities of staff in ensuring food safety.

Procedures

Procedures are the specific steps or actions that are taken to implement the policies. Procedures describe the methods for achieving specific tasks or goals, and might include procedures for food handling, cleaning, and sanitizing, pest control, and record keeping.

Product specifications

Product specifications are detailed descriptions of the desired attributes of a food product, including the ingredients used, the methods of preparation, and the desired sensory characteristics of the finished product. Product specifications are important for ensuring consistency in the quality of the food products produced, and for ensuring that food safety risks are minimized.

Monitoring systems

Monitoring systems are put in place to ensure that food safety controls are being implemented effectively. Monitoring might involve checking food temperatures, checking for signs of pests or other contamination, and reviewing records to ensure that procedures are being followed.

Record keeping methods.

Record keeping is an essential part of any food safety program. Records might include temperature logs, pest control records, cleaning and sanitizing logs, and training records. These records are used to demonstrate compliance with food safety regulations, and to identify areas for improvement in the food safety program.

Review policies, procedures, product specifications, monitoring systems and record keeping methods, and revise as required.

To review policies, procedures, product specifications, monitoring systems, and record keeping methods in a food safety program, the following steps can be taken:

**Schedule regular reviews**

It is important to schedule regular reviews to ensure that the food safety program remains effective and up to date. This review should be done at least annually or whenever there is a significant change in the business.

**Gather information.**

Collect information on the current policies, procedures, product specifications, monitoring systems, and record keeping methods. This information can be obtained through documentation, observation, and interviews.

**Analyse the information.**

Evaluate the effectiveness of the current policies, procedures, product specifications, monitoring systems, and record keeping methods. Identify areas that require improvement and determine the root causes of any problems.

**Revise policies, procedures, and product specifications**

Based on the results of the analysis, revise the policies, procedures, and product specifications as required. Ensure that the revised policies and procedures are clear, concise, and accessible to all employees.

**Review monitoring systems and record keeping methods.**

Check the monitoring systems and record keeping methods to ensure that they are appropriate and effective. Make any necessary changes to improve the effectiveness of the monitoring and record keeping systems.

**Communicate changes.**

Communicate any changes to policies, procedures, product specifications, monitoring systems, and record keeping methods to all employees. Ensure that they are aware of the changes and understand their role in implementing them.

**Implement changes.**

Implement the changes to policies, procedures, product specifications, monitoring systems, and record keeping methods. Provide any necessary training to employees to ensure that they are aware of the changes and how to implement them.

**Monitor the effectiveness of the changes.**

Monitor the effectiveness of the changes to ensure that they are achieving the desired outcomes. Make any necessary adjustments to improve their effectiveness.

An example review plan in a table format:

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| --- | --- | --- | --- | --- |
| **Aspect to be Reviewed** | **Frequency** | **Reviewer** | **Review Date** | **Review Outcome** |
| Policies | Annually | Food Safety Manager | 01/01/2024 | Policies were found to be up to date and in compliance with regulatory requirements |
| Procedures | Bi-annually | Head Chef | 01/07/2024 | Some procedures were outdated and required revision |
| Product Specifications | Quarterly | Food Safety Coordinator | 01/04/2024 | Product specifications were reviewed and found to be accurate and up to date |
| Monitoring Systems | Monthly | Shift Supervisor | 01/02/2024 | Some areas of the monitoring system needed improvement, and a corrective action plan was put in place |
| Record Keeping Methods | Bi-annually | Food Safety Manager | 01/07/2024 | Record keeping methods were reviewed and found to be in compliance with regulatory requirements |

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| **Learning Activity 35**  Review policies, procedures, product specifications, monitoring systems and record keeping methods, and revise as required. | |
| **Activity type** | Written activity |
| **Activity timing** | 30 minutes |
| **Activity description**  Icon  Description automatically generated | Write a brief report addressing the following:  With reference to each team member’s workplace, discuss.  Develop a review plan to review:   1. Policies 2. Procedures 3. Product specifications 4. Monitoring systems and 5. Record keeping methods.   Explain your written work briefly to your trainer when trainer asks you in turn.  Provide a verbal report of your work outcomes when the trainer randomly asks you. |

## Prepare and document amended food safety program and provide to regulatory authorities as required.

In Australia, the regulatory authorities responsible for overseeing the food safety program include:

1. **Food Standards Australia New Zealand (FSANZ):** FSANZ is an independent statutory agency that develops and administers the Food Standards Code, which sets out the requirements for the safety and quality of food sold in Australia and New Zealand.
2. **Department of Agriculture, Water, and the Environment**: The Department of Agriculture, Water and the Environment is responsible for regulating the import and export of food products, as well as overseeing biosecurity and animal welfare standards.
3. **State and Territory Health Departments**: State and Territory Health Departments are responsible for enforcing food safety regulations and conducting inspections of food service operations to ensure compliance with these regulations.
4. **Local Government Authorities**: Local Government Authorities are responsible for conducting inspections of food businesses to ensure compliance with food safety regulations and issuing permits and licenses for food businesses to operate.

Food businesses in Australia are required to work with these regulatory authorities and follow their guidelines and requirements to ensure that their food safety program is effective, up-to-date, and compliant with local and national regulations.

Prepare and document amended food safety program and provide to regulatory authorities as required.

To prepare and document an amended food safety program, the following steps can be taken:

1. **Identify the changes needed:** Review the food safety program and identify any areas that need to be updated or changed based on the results of the regular review process or any incidents that have occurred.
2. **Consult with stakeholders**: Discuss the proposed changes with relevant stakeholders, including management, staff, suppliers, and customers, to ensure that they understand the changes and any implications for their role.
3. **Develop a plan**: Develop a plan for implementing the changes, including timelines, resources required, and responsibilities for each task.
4. **Document the amended program**: Update the food safety program document with the changes, including new policies, procedures, product specifications, monitoring systems, and record keeping methods.
5. **Review and approve the amended program**: Review the amended program to ensure that all changes have been correctly documented and that it meets regulatory requirements. Obtain approval from relevant authorities where required.
6. **Communicate the changes**: Communicate the changes to all relevant stakeholders, including management, staff, suppliers, and customers, and provide training where necessary.
7. **Implement the changes**: Implement the changes according to the plan, including any training that needs to be provided.
8. **Monitor and evaluate the changes**: Monitor and evaluate the effectiveness of the changes and make any further adjustments as required.
9. **Retain records**: Retain records of the amended food safety program, including any approvals and documentation of changes made.

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| **Learning Activity 36**  Prepare and document amended food safety program and provide to regulatory authorities as required. | |
| **Activity type** | Individual verbal presentation |
| **Activity timing** | 20 minutes |
| **Activity description**  A picture containing text  Description automatically generated | For this activity, your trainer will randomly pick up few of trainees for a verbal presentation of the following. This will be an opportunity for others to learn and contribute by participating in the discussion.  When the trainer directed to you, verbally present the following:   1. The process used to prepare, and document amended food safety program and provide to regulatory authorities as required. 2. Ensure you communicate concisely and cover comprehensively using oral communication skills. |

## Communicate changes and monitor inclusion in production processes.

You must effectively communicate changes in the food safety program and ensure that it is being properly implemented in production processes. To communicate changes and monitor the inclusion of the food safety program in production processes, the following steps can be taken:

* Schedule a meeting with all relevant staff members to communicate the changes made in the food safety program and ensure that everyone is aware of the new policies and procedures.
* Provide training to all staff members on the updated food safety program and ensure that they are aware of the changes and how they will affect their work.
* Implement a monitoring system to ensure that the updated food safety program is being followed in production processes. This can include regular audits, inspections, and spot checks.
* Create a reporting system where staff members can report any issues or concerns related to the updated food safety program.
* Provide ongoing support to staff members to ensure that they are able to implement the updated food safety program effectively.
* Continuously monitor the food safety program to identify areas where further improvements can be made.
* Regularly communicate with regulatory authorities to ensure that the food safety program remains in compliance with all relevant regulations and standards.

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| **Learning Activity 37** | |
| **Activity type** | Group Discussion (observed by trainer) |
| **Activity timing** | 30 minutes |
| **Activity description**  Shape  Description automatically generated with low confidence | Form small groups of 2-3 learners. Appoint a leader to manage the discussion.   1. With reference to each team member’s workplace, discuss the procedure used to communicate changes and monitor inclusion in production processes. 2. Note down the discussion points. 3. Explain discussion points to the trainer when trainer asks your group. |

## Identify and respond to additional training needs based on changes to food safety practices.

To identify and respond to additional training needs based on changes to food safety practices, you can follow these steps:

* Review the changes to the food safety practices and determine which staff members will be affected by the changes.
* Assess the current knowledge and skills of the affected staff members to determine if additional training is needed.
* Develop a training plan that includes the new food safety practices, policies, and procedures that need to be communicated to the staff members.
* Determine the appropriate training methods, such as on-the-job training, classroom training, or online training.
* Develop training materials and resources that align with the new food safety practices and procedures.
* Deliver the training to the staff members and assess their understanding of the new practices and procedures.
* Provide ongoing support and coaching to ensure that staff members are implementing the new food safety practices correctly.
* Monitor the effectiveness of the training program and make any necessary adjustments to improve its impact.

The following is a sample training plan for a food safety program:

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| --- | --- | --- | --- | --- |
| **Training Needs** | **Target Audience** | **Training Method** | **Trainer** | **Timeline** |
| Introduction to Food Safety | All staff involved in food handling | Classroom session | In-house trainer | Within 2 weeks of employment |
| HACCP Principles | Food safety team members | Online course | External provider | Annually |
| Allergen Awareness | All staff involved in food preparation and service | On-the-job training | In-house trainer | As needed or at least bi-annually |
| Cleaning and Sanitizing Procedures | Cleaning staff and food handlers | On-the-job training | In-house trainer | Quarterly |
| Temperature Control and Monitoring | All staff involved in food preparation, storage, and service | Classroom and on-the-job training | In-house trainer | Bi-annually |
| Pest Control | All staff involved in food handling and cleaning | On-the-job training | External provider | Annually |
| Record Keeping and Documentation | Food safety team members and designated staff | Classroom session | In-house trainer | Annually |

Note: This is just a sample training plan, and the specific training needs, and timeline will depend on the requirements of the food safety program and the organisation.

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| **Learning Activity 38**  Identify and respond to additional training needs based on changes to food safety practices | |
| **Activity type** | Written activity |
| **Activity timing** | 30 minutes |
| **Activity description**  Icon  Description automatically generated | Write a brief report addressing the following:   1. With reference to your workplace practice, identify and respond to additional training needs based on changes to food safety practices. 2. Develop a training plan. 3. Provide a verbal report of your work outcomes when the trainer randomly asks you. |

**Self-Directed Learning Task 5**

**Evaluating and Revising Food Safety Programs**

**Objective:** Gain the knowledge and skills necessary to evaluate and revise a food safety program in accordance with regulatory requirements.

**Duration:** Allocate 4-10 hours for self-directed learning.

**Task Overview:** This self-directed learning task focuses on your ability to effectively evaluate and revise a food safety program. Food safety is an evolving field, and it's crucial to ensure that your program remains up-to-date and compliant with regulations. This task will help you understand the processes involved in program evaluation and revision.

**Task Activities:**

1. **Regulatory Review:** Research and review the regulatory requirements specific to your region or industry regarding the evaluation and revision of food safety programs.
2. **Scheduled Review:** Learn about the importance of conducting regular, scheduled reviews of food safety programs. Understand the key elements that need to be assessed during these reviews.
3. **Validation of Controls:** Explore the concept of control validation. Understand how to validate the effectiveness of critical control points and control methods in your food safety program.
4. **Revision Process:** Study the process of revising food safety programs, including policies, procedures, product specifications, monitoring systems, and record-keeping methods. Learn how to identify necessary revisions.
5. **Documentation:** Understand the importance of documenting any amendments made to the food safety program. Research the requirements for providing these documents to regulatory authorities.
6. **Communication and Training:** Explore how changes in food safety practices should be communicated to your team. Identify additional training needs that may arise from these changes.

**Reflection:** Reflect on the significance of maintaining an updated food safety program. Consider how these revisions contribute to ensuring the safety of food products and compliance with regulations.

**Evidence:** Provide evidence of your learning, including documentation related to the review and revision of a food safety program. This evidence should demonstrate your competence in evaluating and revising food safety programs in accordance with regulatory requirements.

# References

Images (n.d.) https://www.freepik.com/search?format=search&query=restaurant.