

Introduction

Students are required to complete 3 observation tasks.

In arrangement with the Student, Training Specialist and workplace, observation of these tasks will be completed as follows:

Task 1 Receiving and storing food safely – 1 task to be undertaken

Task 2 Use of safe and hygienic food handling practices on 3 separate occasions

Task 3 Cease participation in food handling activities

Instructions to Training Specialist

- Observe the Student completing the tasks set within a commercially realistic timeframe
- Give the Student an overarching brief of what they are required to do, in order to satisfactorily complete the tasks
- Observe the Student's skills and performance against the stated criteria
- Indicate if the Student performed the task to the required standard by indicating completing the tables below and provide comments on the tasks being completed in detail
- Where behaviours cannot be observed in a real work situation you must have the Student demonstrate the task in a simulated environment, similar to the one in which the job role would be performed ensuring the Assessment Context and Conditions listed below are met. Scenario situations are supplied for all tasks after the observation checklist to gain additional evidence through Role Play for observations not achieved. Where scenario situations are used, observe the Student's skills and performance against the stated criteria and indicate if they performed the task to the required standard by indicating on the observation check list provided.
- Feedback to the Student should be provided in the Feedback section of this document
- How long will it take? This should take between 2 and 3 hours.

Instruction to the Student

To prepare for observation, locate and read information within the workplace that sets out the
procedures and standards for cleaning, personal hygiene and safe food handling practices,
including receiving goods and HACCP controls.

Relevant information can be accessed from the following sources:

- Cleaning Guide
- Ops manual Equipment manual
- Food safety manual
- Quality checks, daily cleaning and weekly periodic maintenance
- Internal Food Safety training modules
- SDS sheets and cleaning products guide (Ecolab/Jay wall chart)
- Learner guide.



Task 1 - Receiving and storing food safely

You are required to:

- A. Demonstrate how you check and record the accuracy of a thermometer (temperature probe) in your workplace.
- B. Apply your knowledge of critical limits and organisation HACCP guidelines by receiving, checking, recording and correctly storing a delivery. Record details of good received on Good received record supplied after observation table

Task 2 - Use of safe and hygienic food handling practices

Demonstrate to your assessor on three (3) occasions how you use safe food handling techniques to store, prepare and display foods a variety of foods to be consumed by customers, according to food safety / HACCP and hygiene procedures within the workplace.

As a minimum:

- Different food handling tasks to be undertaken to demonstrate safe food handling practices in relation to dairy, fruit and vegetables and meat
- Food prepared to meet customer and organisation requirements meeting any dietary and allergen requests. (Training Specialist note: if no allergen requests made please role play this section at least once)
- The following tasks are to be demonstrated on at least 1 occasion.
 - Monitoring and recording temperatures for a:
 - Chilled product
 - Storage area
 - Restocking and presentation of a food display or serving of food
 - Transporting food (if not a service offered use Q & A)
 - Packing orders, using correct procedures for single use items
 - Correct disposal of waste food and completion of workplace documentation

Task 3 - Cease participation in food handling activities

Your Training Specialist will approach you throughout your observations and will provide you with health issue or illness scenario and you will have to demonstrate the actions and processes you would follow in that specific situation you will be given to prevent the cause of a hygiene related food contamination.

NB: Training Specialist please see scenario section for scenarios to choose from to provide student with.



Task 1 - Receiving and storing food safely

Thermometer calibration record

Record results in chart below

Date	Ice slush - temperature +/- o°C	Action taken if variation is over/under by more than 1°C	Name

Note:

If you are conducting this in a simulated environment, please choose a workplace role you have sound knowledge of.

Task to be observed	How	Training Specialist's Comments
Task 1 — Receiving and storing food safely Date of observation:	☐ Workplace in real time ☐ Simulation in workplace ☐ Third Party representative: Name:	Please tick and comment: Thermometer – calibration check Workplace procedure followed Reading accurately recorded in assessment record Where > 1°C variation reported to supervisor Comment
	Position: Signature:	Receipt of goods Organised approach to task Visual check of: Packaging Use by / best before dates Temperature of chilled item taken and accurately recorded Rejected goods marked and separated Probe sanitised after each use Food safety hazards / contamination identified reported & recorded N/A Corrective action taken within scope of job authority Goods received dated Correct storage location chosen for each food type FIFO applied on storing All goods received stored correctly e.g. height of shelf, with same items Completed task within 10 minutes Comment



Task to be observed	How	Training Specialist's Comments	
		WHS / Hygiene □ Safe manual handling practices demonstrated	
		□ pushing □ N/A □ pulling □ lifting □ N/A □ carrying	□ N/A □ N/A
		☐ Safety check conducted (equipment / PPE)	
		☐ Hazards identified reported, eliminated or isolated	□ N/A
		☐ Worked with consideration of H&S of others	
		☐ Hygienic work practices and personal hygiene standar demonstrated	ds
		 □ clean uniform □ handwashing protocol followed □ change of glove protocol followed □ illness reported □ Use of approved dressings for cuts / skin condition □ PPE worn please reference in comment 	□ N/A s □ N/A
		☐ Check for contamination & adjustment made plea example in comment	se give
		□ hands	□ N/A
		□ Uniform / clothing	□ N/A
		□ PPE	□ N/A
		□ Other – please reference in comment Comment	
		Report / address hygiene & food safety hazards Hygiene hazard identified Corrective action taken within scope of job relation identified Food safety hazards / contamination identified Corrective action taken within scope of job relation identified Reported	
		Comment - provide detail on hazards	
		 □ Unsafe food identified during observation □ Disposed of safely per organisation procedures □ Reported and recorded Use of problem solving skills to take appropriate action □ Yes □ No - please cordinate 	



Scenario/Role Play - Receiving and storing food safely

Instructions to Training Specialist:

- Inform the Student the Role Play will be contextualised to their current workplace
- The role play should be conducted within a response time acceptable for receiving, storing and recording deliveries received in a hospitality business
- The role play should be conducted within the time allocated by the business for receiving and storing deliveries
- Inform the Student you will observe their actions and response to any areas of noncompliance and record their comments / actions
- Observe the Student undertaking the Role Play/s required and record notes and key points as outlined in observation checklist. If throughout the Role Play topics are not addressed, enquire further and coordinate the customer interaction to lead into the areas where further evidence is required.

Instructions to Student:

Task: Receiving and storing food safely

You are required to:

- Receive, check, record and correctly store a delivery containing a minimum 2 frozen food items, 2 chilled food items and 2 food items for the dry store within the time allocated by the business (10 minutes)
- Temperature check 1 x Chilled item and 1 x Frozen item as per operational guidelines
- Where goods received are not to the required standard, record the issue and verbally report the food safety hazard to the food safety supervisor
- Complete the Goods Received Record accurately.

Your Training Specialist will take the role of the Food Safety Supervisor.



Good received record

Goods received record	All chilled goods must be delivered at or below 5°C (1x chilled item per delivery tested) All frozen goods must be delivered frozen hard / at or below -18°C (1x frozen item per delivery tested) All goods must be delivered within use by/best before dates and in dated, clean and undamaged packaging Delivery van must be clean and storage temp in accepted range (chilled at or below 5°C / frozen at or below -18°C)							
Supplier	Time	Product	Temp	Checked If not acceptable do not tick and complete action taken	Accept/Reject If rejected complete action taken	Action taken	Name	Date
				-use by / best before date	□ Accept			
				-packaging clean /undamaged 🛛	□ Reject			
				use by / best before date	□ Accept			
				- packaging clean /undamaged	□ Reject			
				-use by / best before date	□ Accept			
				-packaging clean /undamaged 🛛	□ Reject			
				use by / best before date	□ Accept			
				- packaging clean /undamaged	□ Reject			
				use by / best before date	□ Accept			
				- packaging clean /undamaged	□ Reject			
				use by / best before date	□ Accept			
				- packaging clean /undamaged	□ Reject			
			1		1		1	1



Task 2 - Use of safe and hygienic food handling practices

Note:

If you are conducting this in a simulated environment, please choose a workplace role you have sound knowledge of.

Task to be observed	YES/NO	Training Specialist's Comments	
	1 23/110		
Task 2 - Use of safe and hygienic food handling	□Workplace in real time	Please tick and comment: Comment to be provided for each section that state comment. Description of preparation undertaken:	
practices	☐ Simulation		
	in workplace		
Observation 1	☐ Third Party		
Date:	representative:		
Date	Name:	Hygienic personal contact	
	Position:	☐ Hygienic work practices and personal hygiene standards demonstrated	
	rosition.	□ clean uniform	
	Signature:	□ Unhygienic personal contact avoided	
	J.g.i.aco.c.	☐ Use of approved dressings for cuts / skin conditions ☐ N/A☐ PPE worn	
		☐ Single use gloves ☐ Hairnet ☐ Beard net ☐ Apron	
		□ Hat □ Cut proof gloves □ Heat proof gloves□ Other	
		☐ Check for contamination & adjustment made <i>please give example in comment</i>	
		□ hands □ N/A	
		☐ Uniform / clothing ☐ N/A	
		□ PPE □ N/A	
		□ Reported personal health issues prior to shift □ N/A	
		□ Other – pleαse reference in comment	
		Comment	
		Followed hygiene procedures to prevent hygiene risks	
		□ Wash hands consistently and at appropriate times	
		□ Followed correct handwashing procedures: □ Washed hands in designated sink	
		☐ Washed hands (soap, palms fingers, thumbs, nails, wrists,	
		rinse, dry paper towel or air)	
		□ <i>Prior to</i> starting to work with food	
		□ <i>Immediately after</i> handling raw food □ N/A	
		 □ Immediately after touching hair, scalp, wound □N/A □ Immediately after using the toilet 	4
		☐ Changed gloves after change of task	
		☐ Followed chemical <i>or</i> heat sanitisation procedures	
		□ Cleaned and sanitised work area and equipment e.g. bench	



Task to be observed	YES/NO	Training Specialist's Comments	
		Minimised risk of food contamination □ Correct use of colour coded equipment e.g. ch □ High risk food handled correctly detail in col Examples	
		□ Displayed food covered / wrapped □ Marked & separated foodstuffs identified for c □ Disposed of or reported broken utensils □ Working practices would minimise risk of pest □ Reported incidents of food contamination arishealth issues e.g. cuts / sneezing Comment	□ N/A
		Organisation HACCP requirements met Tick if assessed during observation and record of Storage Unit - Detail Temperature within critical limit Temperature recorded:	outcome
		□ Chilled product - <i>Detail</i> Detail: □ Temperature within critical limit Temperature recorded:	⊐Yes □ No
		☐ Prepared food products to company standard (allergens etc) ☐ Yes ☐ Comment	s and guest requests I No
		□ Food prepared to meet customer and organsis meeting any dietary and allergen requests. Explain – what requests where covered	ation requirements –
		☐ Served food products <i>please reference in comm</i> ☐ Minimised risk of cross contamination Comment	nent □ Yes □ No
		□ Packaged products <i>please reference in comme</i> . □ Packaging checked for cleanliness / damage □ Packaging correctly labelled	nt



Task to be observed	YES/NO	Training Specialist's Comments
		□ Single use items checked - not reused □ Yes □ No □ Disposal of food waste and complete wastage report – provide a copy or complete template provided at the bottom of the observation tool □ Yes □ No Comment
		□ Food transported according to HACCP plan □ Yes □ No □ N/A □ Minimised risk of cross contamination □ Yes □ No Comment (use Q&A if not a service offered in organisation)
		Identified and reported hygiene and / or food hazards (roleplay provided must be undertaken at least once) □ N/A □ Type and location of hazard clearly explained □ Corrective action taken within scope of job responsibility □ Reported according to organisation procedure Provide detail on hazards identified and action taken
Task 2 - Use of safe and hygienic food handling practices	☐Workplace in real time ☐Simulation in workplace	Please tick and comment: Comment to be provided for each section that state comment. Description of preparation undertaken:
Observation 2 Date:	☐ Third Party representative: Name:	Hygienic personal contact
	Position:	☐ Hygienic work practices and personal hygiene standards demonstrated
	Signature:	□ clean uniform □ Unhygienic personal contact avoided □ Use of approved dressings for cuts / skin conditions □ N/A □ PPE worn □ Single use gloves □ Hairnet □ Beard net □ Apron □ Hat □ Cut proof gloves □ Heat proof gloves □ Other



Task to be observed	YES/NO	Training Specialist's Comments	
		☐ Check for contamination & adjustment made <i>please gi</i> o	ve example in
		comment	
		□ hands	□ N/A
		□ Uniform / clothing	□ N/A
		□ PPE	□ N/A
		□ Reported personal health issues prior to shift	□ N/A
		□ Other – please reference in comment Comment	
		Comment	
		Followed hygiene procedures to prevent hygiene ris	ks
		☐ Wash hands consistently and at appropriate times	
		□ Followed correct handwashing procedures:	
		 □ Washed hands in designated sink □ Washed hands (soap, palms fingers, thumbs, it 	naile wriete
		rinse, dry paper towel or air)	المالي المالية
		□ <i>Prior to</i> starting to work with food	
		□ <i>Immediately after</i> handling raw food	□ N/A
		□ <i>Immediately after</i> touching hair, scal	р,
		wound □ N/A	
		□ <i>Immediately after</i> using the toilet □ Changed gloves after change of task	□ N/A
		☐ Followed chemical <i>or</i> heat sanitisation procedures	
		☐ Cleaned and sanitised work area and equipment e.g. be	ench
		Minimised risk of food contamination	
		☐ Correct use of colour coded equipment e.g. chopping b☐ High risk food handled correctly <i>detail in comments</i>	oards / tongs
		Examples	
		Examples	
		☐ Displayed food covered / wrapped	
		☐ Marked & separated foodstuffs identified for disposal	□ N/A
		☐ Disposed of or reported broken utensils ☐ Working practices would minimise risk of pests	□ N/A
		□ Reported incidents of food contamination arising from	personal
		health issues e.g. cuts / sneezing	•
		Comment	



Task to be observed Y	ES/NO	Training Specialist's Comments
		Organisation HACCP requirements met
		Tick if assessed during observation and record outcome
		□ Storage Unit - <i>Detail</i>
		□ Temperature within critical limit □ Yes □ No
		Temperature recorded:
		□ Chilled product - <i>Detail</i> Detail:
		□ Temperature within critical limit □ Yes □ No
		Temperature recorded:
		☐ Prepared food products to company standards and guest requests
		(allergens etc)
		Comment
		□ Food prepared to meet customer and organsiation requirements – meeting any dietary and allergen requests.
		Explain – what requests where covered
		□ Served food products <i>please reference in comment</i>
		☐ Minimised risk of cross contamination ☐ Yes ☐ No Comment
		□ Packaged products <i>please reference in comment</i> □ Yes □ No
		□ Packaging checked for cleanliness / damage □ Yes □ No
		□ Packaging correctly labelled □ Yes □ No
		□ Single use items checked - not reused □ Yes □ No
		□ Disposal of food waste and complete wastage report – provide a copy or complete template provided at the bottom of the observation tool
		□ Yes □ No
		Comment
		\Box Food transported according to HACCP plan \Box Yes $\;\Box$ No \Box N/A
		□ Minimised risk of cross contamination □ Yes □ No
		(amment (lice ()X, \) it not a convice attered in arganication
		Comment (use Q&A if not a service offered in organisation)
		Comment (use Q&A if not a service offered in organisation)



Task to be observed	YES/NO	Training Specialist's Comments
		Identified and reported hygiene and / or food hazards (roleplay provided must be undertaken at least once) □ N/A □ Type and location of hazard clearly explained □ Corrective action taken within scope of job responsibility □ Reported according to organisation procedure Provide detail on hazards identified and action taken
Task 2 - Use of safe and	☐Workplace in	Please tick and comment: Comment to be provided for each section that state comment.
hygienic food handling practices	real time	Description of preparation undertaken:
practices	□Simulation	
	in workplace	
Observation 3	☐ Third Party	
Date:	representative:	
	Name:	Hygienic personal contact
		☐ Hygienic work practices and personal hygiene standards demonstrated
	Position:	□ clean uniform
	Signature:	□ Unhygienic personal contact avoided
		☐ Use of approved dressings for cuts / skin conditions ☐ N/A☐ PPE worn
		□ Single use gloves □ Hairnet □ Beard net □ Apron □ Hat □ Cut proof gloves □ Heat proof gloves □ Other
		☐ Check for contamination & adjustment made <i>please give example in comment</i>
		□ hands □ N/A
		□ Uniform / clothing □ N/A
		□ PPE □ N/A
		□ Reported personal health issues prior to shift □ N/A □ Other – please reference in comment Comment
		Followed hygiene procedures to prevent hygiene risks Wash hands consistently and at appropriate times Followed correct handwashing procedures: Washed hands in designated sink Washed hands (soap, palms fingers, thumbs, nails, wrists, rinse, dry paper towel or air) Prior to starting to work with food



Task to be observed	YES/NO	Training Specialist's Comments
		□ Immediately after handling raw food □ N/A □ Immediately after touching hair, scalp, wound □ N/A □ Immediately after using the toilet □ N/A □ Changed gloves after change of task □ Followed chemical or heat sanitisation procedures □ Cleaned and sanitised work area and equipment e.g. bench Minimised risk of food contamination □ Correct use of colour coded equipment e.g. chopping boards / tongs □ High risk food handled correctly detail in comments Examples
		□ Displayed food covered / wrapped □ Marked & separated foodstuffs identified for disposal □ N/A □ Disposed of or reported broken utensils □ N/A □ Working practices would minimise risk of pests □ Reported incidents of food contamination arising from personal health issues e.g. cuts / sneezing □ N/A Comment
		Organisation HACCP requirements met Tick if assessed during observation and record outcome Storage Unit - Detail Temperature within critical limit Ses No Temperature recorded:
		□ Chilled product - Detail Detail: □ Temperature within critical limit □ Yes □ No Temperature recorded: □ Prepared food products to company standards and guest requests (allergens etc) □ Yes □ No
		Comment □ Food prepared to meet customer and organsiation requirements – meeting any dietary and allergen requests. Explain – what requests where covered



Task to be observed	YES/NO	Training Specialist's Comments
		□ Served food products please reference in comment
		☐ Minimised risk of cross contamination ☐ Yes ☐ No
		Comment
		□ Packaged products <i>please reference in comment</i> □ Yes □ No
		☐ Packaging checked for cleanliness / damage ☐ Yes ☐ No
		☐ Packaging correctly labelled ☐ Yes ☐ No
		☐ Single use items checked - not reused ☐ Yes ☐ No
		☐ Disposal of food waste and complete wastage report – provide a copy
		or complete template provided at the bottom of the observation tool
		□ Yes □ No
		Comment
		☐ Food transported according to HACCP plan ☐ Yes ☐ No ☐ N/A
		☐ Minimised risk of cross contamination ☐ Yes ☐ No
		Comment (use Q&A if not a service offered in organisation)
		Identified and reported hygiene and / or food hazards (roleplay
		provided must be undertaken at least once)
		□ N/A
		☐ Type and location of hazard clearly explained
		☐ Corrective action taken within scope of job responsibility
		□ Reported according to organisation procedure
		Provide detail on hazards identified and action taken
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Scenario/ Role Play – Identify and reported any food and hygiene hazard

Instructions to Training Specialist:

- Inform the Student the Role Play will be contextualised to their current workplace
- The role play should be conducted within a response time acceptable for identifying and reporting food and hygiene hazards for the workplace
- Inform the Student you will observe their actions and response to the scenario
- Observe the Student undertaking the Role Play required and record notes and key points as outlined in observation checklist. If throughout the Role Play topics are not addressed, enquire further and coordinate the further scenarios to gather evidence that is required.

Scenario/Role Play One

On checking the temperature of the sliced tomatoes, it has come back at 6 degrees Celsius.

Instructions to Student:

Task: Identifying and reporting food and hygiene hazards

You are required to:

- Demonstrate to your Training Specialist what actions and processes would you follow when you are faced with one of the above scenarios.
- Ensure you follow workplace policies and procedures completely
- Your Training Specialist will take the role of the Food Safety Supervisor/Shift Manager for the scenario.



Task to be observed	YES/NO	Training Specialist's Comments
Task 3 – Cease participation in food handling activities	☐ Workplacein real time☐ Simulation	Please tick and comment: Comment to be provided for each section Identified and reported any personal hygiene hazards □ Identified that the scenario provided was a personal hygiene hazard □ Yes □ No
Date:	in workplace ☐ Third Party representative:	Corrective action taken: □ Ceased work
Role play detail Scenario/Role play one provided	Name: Position: Signature:	 □ Disposed of food that was being handled □ Food safety supervisor/manager on duty informed of personal hygiene hazard □ Clock off shift
☐ Scenario/Role play two provided		Comments:



Food Safety Supervisor | Observation/Demonstration Food Waste Sheet

Product	Qty	Reason for the waste	Employee	Manager	Date



Scenario/Role Play – Ceasing participation in food handling activities

Instructions to Training Specialist:

- Inform the Student the Role Play will be contextualised to their current workplace
- The role play should be conducted within a response time acceptable for ceasing participation in food handling activities for the workplace
- The role play should be conducted within the time allocated by the business for ceasing participation in food handling activities
- Inform the Student you will observe their actions and response to the scenario
- Observe the Student undertaking the Role Play required and record notes and key points as outlined in observation checklist. If throughout the Role Play topics are not addressed, enquire further and coordinate the further scenarios to gather evidence that is required.

Scenario/Role Play One

You notice there is a strong chemical smell in the air and you have started coughing and feel very warm and clammy.

Scenario/Role Play Two

You have just been to the bathroom and need to go again, you are not feeling well in your stomach.

Instructions to Student:

Task: Ceasing participation in food handling activities

You are required to:

- Demonstrate to your Training Specialist what actions and processes would you follow when you are faced with one of the above situations to prevent the hygiene risks which could cause food
- Complete 2 bacterial swabs of different surfaces as monitoring techniques of food hazards.
- Complete 2 chemical tests, using Test Strips as part of the Hungry Jack's Food Safety Program Zenput, on different surfaces and check for chemical spills and sanitizer concentration.
- Ensure you follow and comply with all food safety programs, food safety regulations, workplace policies and procedures completely.

Your Training Specialist will take the role of the Food Safety Supervisor/Shift Manager for the scenario.

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