

F97W 04 (2GEN4/10) Maintain food safety when storing, holding and serving food

Elements of competence

- 2GEN4/10.1 Keep yourself clean and hygienic
- 2GEN4/10.2 Keep your working area clean and hygienic
- 2GEN4/10.3 Store food safely
- 2GEN4/10.4 Hold and serve food safely

About this Unit

This Unit reflects current food safety guidance in the UK and integrates the key themes of cleaning and preventing cross-contamination. It provides staff with the knowledge and skills of reviewing hazards and using hazard based procedures such that they are part of a team maintaining food safety. This Unit is appropriate to staff who store, hold and serve food. Separate Units are available for those who cook and prepare food, and for managers and supervisors who have wider responsibilities for food safety in a catering operation.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

Values — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

Key Words and Concepts — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

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Specific Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit

SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
◆ Simulation is NOT permitted for any part of this Unit.
◆ The following forms of evidence ARE mandatory:
◆ Direct Observation: Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the performance criteria in this Unit. For example , how you ensure surfaces and utensils used for displaying and serving food are kept clean and hygienic using appropriate cleaning equipment.
◆ Professional discussion: Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. For example , why it is important to know that certain foods can cause allergic reactions and the procedures you should follow in your organisation to deal with these types of food, including what to do when a customer asks if a particular dish is free from a certain food allergen.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
◆ Reflective Account: These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.
◆ Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.
◆ Expert Witness: A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.
◆ Witness Testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.
◆ Products: These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.
◆ Prior Learning: You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.
◆ Simulation: There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.
GENERAL GUIDANCE
◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.
◆ Evidence must be provided for ALL of the performance criteria, ALL of the knowledge.
◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.
◆ All evidence must relate to your own work practice.

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KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.

For the whole Unit

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
1* What might happen if significant food safety hazards are not controlled?	
2* The types of significant food safety hazards that you are likely to come across when handling and storing food.	
3* How these hazards should be controlled by personal hygiene, cleaning, safe storage and the avoidance of cross-contamination.	
4* How some hazards are more important than others in terms of food safety.	
5* Whom you should report to if you believe there are significant food safety hazards.	

Knowledge statements marked by * cannot be inferred.

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Element 2GEN4/10.1 Keep yourself clean and hygienic

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
6* Why you must wear clean and suitable clothes appropriate to your job.	
7* What type of clothes are appropriate to different jobs in the handling and serving of food.	
8* Why jewellery and accessories can cause food safety hazards.	
9* When you must change your clothes to prevent bacteria spreading and why this is important.	
10* Why you must wash your hands after going to the toilet, when going into food preparation and cooking areas, after touching raw food and waste and before serving food.	
11* Why it is important not to handle food if you have open wounds and what to do if you have an open wound.	
12* Why it is important to report illnesses and infections promptly and why stomach illnesses are particularly important.	
13* Why it is important to avoid: touching face, nose or mouth; chewing gum; eating; smoking when you are working with food.	
14* Why surfaces and equipment must be clean before beginning a new task and how to do so.	
15* Why it is important only to use clean and suitable cloths and equipment when cleaning between tasks and how to do so.	
16* Why surfaces and equipment that are damaged or have loose parts can be dangerous to food safety.	
17* The types of damaged surfaces and equipment that can cause food safety hazards and what to do about them.	
18* Why it is important to clear and dispose of waste promptly and safely and how to do so.	
19* How damage to walls, floors, ceilings, furniture and fittings can cause food safety hazards and the type of damage you should look for.	
20* The types of pests that you may find in catering operations and how to identify the signs that they may be there.	
21* Why it is important to make sure food deliveries are undamaged and within their 'use-by date'.	
22* Why it is important that food is stored at the correct temperature and how you can ensure this.	
23* Why it is important to prepare food for storage — for example by removing and disposing of outer packaging (whilst retaining any important labelling information, eg instructions for use, on allergens).	
24* Why food must be put in the correct storage area and what temperatures different foods should be stored at.	
25* Why it is important that storage areas are clean and hygienic and what to do if they are not.	
26* How to check food is stored at the correct temperature.	
27* Why it is important to separate raw and ready to eat food.	
28* What types of food are raw and what types ready to eat.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
29* Why stock rotation procedures are important and why you must dispose of food beyond its 'use by date'.	
30* How to check food during holding and serving.	
31* Why it is important to know that certain foods can cause allergic reactions and the procedures you should follow in your organisation to deal with these types of food, including what to do when a customer asks if a particular dish is free from a certain food allergen.	
32* How cross contamination can happen between raw food and food that is ready to eat and how to avoid this.	
33* Why you should hold food at the correct temperature and for the correct time.	
34* Holding temperatures and times you must use for the food you work with.	

Knowledge statements marked by * cannot be inferred.

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Element 2GEN4/10.1 Keep yourself clean and hygienic

The assessor must assess statements 1, 2 and 4 by direct observation.

Performance Criteria		DO	RA	EW	Q	P	WT	PD
1	Wear clean and suitable clothes appropriate to the jobs you are doing.							
2	Only wear jewellery and other accessories that do not cause food safety hazards.							
3	Change your clothes when necessary to prevent bacteria spreading.							
4	Wash your hands thoroughly at appropriate times.							
5	Avoid unsafe behaviour that could contaminate the food you are working with.							
6	Report any cuts, grazes, illness and infections promptly to the appropriate person.							
7	Make sure any cuts and grazes are treated and covered with an appropriate dressing.							

DO = Direct Observation
EW = Expert Witness
PD = Professional Discussion

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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Element 2GEN4/10.2 Keep your working area clean and hygienic

The assessor must assess statements 8, 9 and 11 by direct observation.

Performance Criteria		DO	RA	EW	Q	P	WT	PD
8	Make sure surfaces and equipment for displaying and serving food are clean and in good condition.							
9	Use clean and suitable cloths and equipment for wiping and cleaning between tasks.							
10	Remove from use any surfaces and equipment that are damaged or have loose parts and report them to the person responsible for food safety.							
11	Dispose of waste promptly, hygienically and appropriately.							
12	Identify, take appropriate action on and report to the appropriate person any damage to walls, floors, ceilings, furniture and fittings.							
13	Identify, take appropriate action on and report to the appropriate person any signs of pests.							

What you must cover		DO	RA	EW	Q	P	WT	PD
Surfaces and equipment (at least both from)								
(a)	surfaces and utensils used for displaying and serving food							
(b)	appropriate cleaning equipment							

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Element 2GEN4/10.3 Store food safely

The assessor must assess statements 14–18 by direct observation.

Performance Criteria		DO	RA	EW	Q	P	WT	PD
14	Check that food is undamaged and within its 'use by date' when you receive it.							
15	Prepare food for storage and put it in the correct storage area as quickly as necessary to maintain its safety.							
16	Make sure storage areas are clean and maintained at the correct temperature for the type of food.							
17	Store food so that cross-contamination is prevented.							
18	Follow stock rotation procedures.							
19	Safely dispose of food that is beyond its 'use by date'.							
20	Keep necessary records up-to-date.							

What you must cover		DO	RA	EW	Q	P	WT	PD
Storage areas (at least <i>one</i> from)								
(a)	ambient temperature							
(b)	refrigerator							
(c)	freezer							

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Element 2GEN4/10.4 Hold and serve food safely

The assessor must assess statements 21, 23 and 24 by direct observation.

Performance Criteria		DO	RA	EW	Q	P	WT	PD
21	Handle food in a way that protects it from hazards.							
22	Follow your organisation's procedures for items that may cause allergic reactions.							
23	Prevent cross-contamination between raw foods and ready-to-eat foods.							
24	Use methods, times and temperatures that maintain food safety.							
25	Keep necessary records up-to-date.							

What you must cover		DO	RA	EW	Q	P	WT	PD
Hazards (at least <i>three</i> from)								
(a)	sources of bacteria and other organisms							
(b)	chemical							
(c)	physical							
(d)	allergenic							

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To be completed by the candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal verifier feedback

To be completed by the internal verifier if applicable

This section only needs to be completed if the Unit is sampled by the internal verifier

Internal verifier's name:

Internal verifier's signature:

Date: