

	<b>Unit ID: 532</b>
<b>Domain</b>	<b>COMMERCIAL COOKERY AND CATERING</b>
<b>Title:</b>	<b>Monitor a food quality and food safety programme in a hospitality establishment</b>
<b>Level: 4</b>	<b>Credits: 10</b>

### Purpose

This unit standard specifies the competency required to develop and implement a food quality and food safety programme, based on HACCP (Hazard Analysis and Critical Control Points) principles. This unit standard is intended for those who work as managers and/or supervisors in food preparation and service in the hospitality and tourism industry.

People credited with this unit standard are able to: supervise compliance with food safety procedures; and establish and maintain quality control.

### Special Notes

1. Entry information

Prerequisites:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills
- Unit 292 *Practice food safety methods in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting.

3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.

4. Glossary of terms:

- *Hazard and Critical Control Points (HACCP)* is a food safety programme commonly used in the food and hospitality industry to ensure that food production methods are safe, hygienic and comply with food regulations and legislation. The system identifies particular high-risk points which must be covered by clear policies, procedures and quality checks. It is a requirement in Namibia that all establishments where food is produced or served have in place a food safety plan, which is usually based on HACCP but may also be based on another, comparable system.

- *Food safety plan* or programme identifies where and how each hazard can be controlled, describes how these controls are to be monitored, the corrective action required if control conditions are not met and information to be recorded. This unit standard is based around the HACCP system but may also be customised to other systems.
  - *Critical control points* are those where there is high risk of contamination or food spoilage, and include purchasing, delivery and storage; preparation and cooking; cooling & storage; holding or display; re-heating; service.
  - *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
  - *Specifications* refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
  - The term *establishment requirements* or procedures refers to any policy, procedure, or agreed requirement, either written or oral, that is made known to the person for use in their work.
5. Regulations and legislation relevant to this unit standard include the following:
- Labour Act No 11 2007 as amended
  - Tobacco Products Control Act No 1 of 2010
  - Namibia Tourism Board Act, 21 of 2000
  - Local Authorities Amendment Act, 14 of 2004
  - Liquor Act 6 of 1998
  - Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments to any of the above.

### **Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website [www.nta.com.na](http://www.nta.com.na)

## **Elements and Performance Criteria**

### **Element 1: Supervise compliance with food safety procedures**

#### **Range**

*Hazards* may be chemical, microbiological and physical, and may include but are not limited to bacteria, moulds and yeast; broken glass or metal, foreign objects; food additives; chemicals and natural poisons; insects and vermin.

*Food safety hazards or any particular issues or risk situations* may include but are not limited to foods highly susceptible to microbiological contamination; working in temperatures that promote rapid growth of micro-organisms; displays of food; buffets; processes where food is required to be touched by hand; requirements for reheating or defrosting.

*Operational policies and procedures* must support the workplace food safety plan or programme, and must reflect the tasks and responsibilities of the particular job, including food production procedures; food handling procedures; record keeping; dealing with problems; pest control; cleaning and sanitation; equipment cleaning and maintenance; maintenance of personal hygiene; appropriate clothing and footwear; hand-washing regimes; cleaning and sanitising practices.

*Monitoring of staff adherence* to food safety policies and procedures may include but is not limited to internal or external audits on commodities and products, plant, equipment, policies, procedures, practices.

*Documentation* may include but is not limited to reports, audit summaries, temperature charts.

#### **Performance Criteria**

- 1.1 The biological hazards associated with food handling, production, storage and service which apply to specific job role and workplace conditions are correctly identified in line with establishment procedures.
- 1.2 The physical hazards associated with food handling, production, storage and service which apply to specific job role and workplace conditions are correctly identified in line with establishment procedures.
- 1.3 The chemical hazards associated with food handling, production, storage and service which apply to specific job role and workplace conditions are correctly identified in line with establishment procedures.
- 1.4 Staff adherence to food safety policies and procedures is monitored in relation to critical control points and hazards.
- 1.5 Measures are implemented to ensure staff correctly and consistently follow all food safety policies and procedures in accordance with establishment and legislative requirements.

- 1.6 Staff completion and updating of documentation as required relating to food safety policies and procedures is monitored in line with establishment requirements.

## **Element 2: Establish and maintain quality control**

### **Range**

*Quality procedures* may be manual or computer-based.

*Quality data* may be collected over different time-frames, according to establishment requirements and practice.

*Quality control procedures* may include but are not limited to the quality of raw materials; cooking processes; portion control; presentation; consistency of food production.

*Monitoring of quality control procedures* may include but is not limited to formal audits against establishment quality standards and requirements; feedback from colleagues and customers; reviews of costs and revenues.

*Appropriate personnel* may include general manager, franchisee, owner, operator, government agency.

### **Performance Criteria**

- 2.1 Quality control procedures are identified and documented in line with quality system and establishment requirements.
- 2.2 Quality control procedures are applied in line with quality system and establishment requirements.
- 2.3 Quality control procedures are monitored in line with quality system and establishment requirements.
- 2.4 Problems related to quality control are responded to, resolved and / or reported to appropriate personnel in line with quality system and establishment requirements.

## **Registration Data**

<b>Subfield:</b>	Hospitality and Tourism
<b>Date first registered:</b>	13 November 2008
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<b>Body responsible for review:</b>	Namibia Training Authority