

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRLP7C – MONITOR FOOD SAFETY PLAN / PROGRAM**

Field Of Study : **OPERATIONS & MANAGEMENT**

What is this course all about?

This unit builds on unit WRRS2B Advise on products and services. It involves the application of specialised product knowledge to provide accurate advice to customers and other sales staff on hair, beauty, and cosmetic products. It requires a greater depth of specialist or general product knowledge and a greater need for experience and skill in offering advice to customers.

When you have finished this course you should be able to demonstrate your ability to:

Monitor implementation of the food safety plan/program - WRRLP7C/01

- ❑ Food safety requirements and procedures communicated to relevant staff members as required.
- ❑ Implementation of the food safety plan/program monitored according to food safety requirements..
- ❑ Mentoring and coaching support provided to support individuals/groups to implement the food safety plan/program.
- ❑ Individual and team performance monitored to ensure compliance with legislative requirements and store procedures.
- ❑ Regular schedule/roster for store/department cleaning tasks and inspections developed and maintained according to store policy.
- ❑ Team members informed of individual responsibilities for cleaning tasks;
- ❑ Procedures for prompt waste removal, especially spillage on floors, implemented according to store procedures;
- ❑ Store procedures for safe storage of cleaning chemicals, insecticides, and pesticides ensured.

Respond to occurrences of non-compliance - WRRLP7C/02

- ❑ Food safety problems identified and rectified promptly to minimise impact of contamination and spoilage.
- ❑ Store procedures implemented for product recall identification, and products promptly withdrawn from public sale as required.
- ❑ Procedures for dealing with non-compliance promptly implemented
- ❑ Causes of non-compliance identified
- ❑ Control measures implemented to prevent recurrence
- ❑ Non-compliance reported according to store procedures

Contribute to continuous improvement - WRRLP7C/03

- ❑ Potential food safety hazards identified and reported.
- ❑ Existing control measures reviewed to take account of changes and updated technical knowledge
- ❑ Opportunities to remove or minimize food safety risks identified
- ❑ Food safety information and performance recorded according to store procedures.

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Administration / Operations Staff

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Consistently applies store policies and procedures which comply with consumer law and legislative requirements in regard to hygiene and sanitation practices.
- ❑ Consistently follows and applies relevant legislation, statutory requirements and industry codes of practice including consumer law, occupational health and safety, hygiene and sanitation, environmental issues and store policies and procedures especially in regard to safe handling and storage of product.
- ❑ Consistently applies, implements and monitors the store food safety plan/program including waste removal, eradication of insects/pests/vermin, and monitoring critical control points to identify, remove and minimise risks according to health and hygiene, occupational health and safety and environmental requirements and store policies and procedures;

- ❑ Consistently monitors team performance to ensure compliance with food safety plan/program, records and reports to management and staff on compliance with hygiene and sanitation legislation, and promptly deals with incidents of non-compliance;
- ❑ Consistently develops, maintains and communicates regular schedule/roster for cleaning and maintenance procedures, and conducts regular inspections to ensure compliance;
- ❑ Consistently and supportively mentors and coaches staff to implement the store food safety plan/program;
- ❑ Consistently responds to occurrences of non-compliance, promptly identifies and rectifies problems, implements relevant product recall procedures where required, and investigates, monitors and reports on possible potential food safety hazards to ensure continuous improvement

Interpersonal communication skills, including:

- ❑ Giving feedback;
- ❑ Coaching;
- ❑ Performance analysis;
- ❑ Questioning/listening/observation;
- ❑ Group presentation;
- ❑ Team motivation;
- ❑ Negotiation;
- ❑ Verbal and non-verbal communication;
- ❑ Team leadership

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Occupational health and safety;
- ❑ Environmental protection legislation;
- ❑ Waste disposal;
- ❑ Manual handling;
- ❑ Hygiene and sanitation;
- ❑ Use and storage of hazardous substances and dangerous goods;
- ❑ Labelling of workplace substances;
- ❑ Consumer law;
- ❑ Industry codes of practice;
- ❑ Food safety regulations

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support

