



HLTFSE001

Follow basic food safety practices

Assessment 2 of 2

Case Study

Assessor Guide



Assessment Instructions

Task overview

This assessment task is divided into two (2) scenarios and related questions. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need to access the following:

- Little.ly Food Safety Induction Pack



Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



SCENARIO 1

The Chef at the childcare centre has started preparing the food for the day, but he is sneezing with a runny nose and keeps blowing his nose and touching the tea towels, fridge door and taps. Parents have been looking at him as they walk past the kitchen to drop off their children. The Director comes in and tells the Chef to go home because she can see he is unwell. The Director steps into the role for the day to prepare the food and follows the menu.

You notice that the Director walks straight from her office into the kitchen and does not wash her hands as she starts taking food out of the fridge for morning tea. You also notice that no disinfecting was done when the Chef left to go home, even though he was unwell. The Director is making sandwiches and after she gets the cheese, tomato and ham out of the fridge, she puts her gloveless hand into the bread package and lays out the bread in preparation of making sandwiches. When she accidentally cuts her finger, she wraps her finger in the tea towel until the bleeding stops and then continues preparing the sandwiches.

As the Director is finishing off the sandwiches, the administrative assistant comes into the kitchen and says that there is an urgent call the Director must take. The Director walks out of the kitchen and leaves the food uncovered and not in the fridge for half an hour. When she finally comes back in, she does not wash her hands and she cut up the sandwiches and puts on plates for the children's lunch. She takes the food on a trolley into your classroom and leaves it in the sun as the children are still playing outdoors.

Respond to the following questions related to the scenario.

Question 1

List the food safety concerns from the scenario and explain why they represent a food safety concern. Consult Little.ly's Food Safety Induction Pack to provide you with guidance on best practices and organisational expectations.

(Approximate word count: 200-210 words)

Assessor instructions: Student responses are likely to include different wording than the sample answer provided.

However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- include all food safety concerns from the scenario as listed in the sample answer and explain why they represent a food safety concern.

A sample answer is provided below.

[Type your response here]

- The Chef should not have come to work if he was sick to avoid spreading disease amongst staff, children and families.
- The Chef has touched a range of surfaces in the kitchen, and he is not well, so these surfaces needed to be sanitized correctly to prevent the spread of infection.

Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



- The Director did not wash her hands before touching the food, or when she comes back into the kitchen after being in the office. This is a food safety concern as she may contaminate the food touched.
- No gloves have been worn by the Director. This is a food safety concern as she may contaminate food.
- No appropriate waterproof bandage and dressing were applied to the cut which is a possible microbiological and physical contamination problem.
- The ham and cheese sandwiches are left uncovered in the sun for too long while the children are still playing as this may cause food poisoning.
- The kitchen fridge and surfaces needed to be sanitized when the sick Chef left, and the tea towels put straight into the washing to prevent the spread of disease.
- All door knobs the Chef touched should also be disinfected to prevent the spread of disease.

Question 2

Write an email to Little.ly's owners to report the food safety concerns identified in your response to Question 1. In your email explain how the observed practices are not consistent with the food safety program outlined in Little.ly's Food Safety Induction Pack and why they represent a health and safety hazard within the service.

(Approximate word count: 150-160 words)

Assessor instructions: Student responses are likely to include different wording than the sample answer provided.

However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- include all food safety concerns from the scenario as identified in Question 1 and also as listed in the sample answer and explain why they represent a health and safety hazard within the service. Students may use owners' name as displayed on Little.ly's website – however, this doesn't affect competency. Students may choose to ask for advice at the end of their email or to suggest corrective actions, however, this doesn't affect competency.

A sample answer is provided below.

From:	[Type your name] Student's name
To:	owners@littlely.com.au
Subject:	Food safety concerns
<p>[Write your email here]</p> <p>Dear Owners / Dear Mr and Mrs Wells,</p> <p>I am writing to inform you about a food safety concern I have noticed recently. The Chef came in sick to work, sneezing and with a runny nose. When the Director noticed, she sent the Chef home and stepped in to replace her. However, the Director did not wash her hands before touching food, then went to the office and came back, without putting on gloves or washing hands. None of the surfaces touched by the sick Chef were sanitised either. When she cut her finger, she didn't apply appropriate waterproof dressing and bandage to the wound. This altogether imposes a risk of spreading infection and disease in the service.</p>	

Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



In the afternoon, the ham and cheese sandwiches were left uncovered in the sun while children were playing which can impose a risk of food poisoning.

Please advise on how we can improve our practices in the future.

Kind regards,

The student's name

Question 3

The owners read your email and acknowledged your concerns. They have asked you to create an A4 poster that they can be displayed in the staff room and in the kitchen to remind staff of basic food safety principles.

You can create your poster digitally or in hard copy. If you choose to create the poster in hard copy, you need to scan it and save it as a pdf or as an image. The poster needs to address the food safety concerns identified in your response to Question 1. Make sure that your poster is clear and easy to read.

Save the poster using the following naming convention: *HLTFSE001_yourname_ddmmyy_Food Safety Poster* and submit it together with the assessment document.

Assessor instructions: Students must create a food safety poster as a reminder for staff. The poster can be created digitally or in hard copy; however, it must be saved in pdf or image and submitted with the assessment.

The poster must address the food safety concerns based on Scenario 1 and identified as part of Question 1.

The poster must include the following topics:

-What to do if staff handling food is unwell? *Possible solutions: stay at home and call in sick as soon as practicable, wear a mask and gloves if cannot stay home and exercise good personal hygiene (e.g. wash hands regularly)*

-Hygiene practices when handling food. *Possible solutions: always wash and dry hands before touching food, always use clean equipment, always place waterproof bandage and dressing on wounds.*

-Serving food. *Possible solutions: cover food to avoid contamination, keep food at safe temperature, always use clean plates/cover/serving tools.*

Question 4

In the table below you can see three (3) common illnesses. If you work in a food handling role within a service with any of these illnesses, who do you (or the service) need to report this to? In your answer explain the potential exclusion period for these illnesses.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided.

However, the acceptable responses must:

- be within the specified word limit for each column
- reflect the characteristics described in the exemplar answer
- include who the illness needs to be reported to and recommended exclusion periods.

A sample answer is provided below. Source: [NHMRC – Recommended minimum exclusion periods](#)

Illness	Who to report to? (2-20 words)	Exclusion period (2-20 words)
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Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



Viral gastroenteritis	Centre director	If handling food, exclude until there has not been a loose bowel motion for 48 hours.
Hepatitis A	Centre director and public health unit	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice
Glandular fever	It can be mentioned to centre director if feeling unwell; however, the illness does not have to be reported.	There is no exclusion period, however good personal hygiene practices must be followed

SCENARIO 2

Anaisha is really excited to be working as the Chef at the childcare centre and looking forward to her first shift. She feels quite confident as she has already undertaken food handler training.

She arrives right on time to be met by the current Chef, Pam, who is leaving the position. Anaisha is taken through a quick induction and is now ready to commence some food preparation duties.

Firstly, Pam asks her to chop some vegetables for the children's lunch. 'No problems,' thinks Anaisha, as she heads over to the chopping boards. She looks for a green board but cannot seem to find one.

'Ah, do you have a green board for vegetables?' asks Anaisha.

'Oh, we don't anymore, at least I can't find it. I've just been using the white one – you can do this too,' replies Pam.

Anaisha looks under the sink for the green board and finds cockroach spray, and a bag of potatoes.

Once Anaisha has finished chopping the vegetables, she takes the cardboard boxes over to the bin in the corner of the kitchen. She can't see a bin for recycling anywhere, so she throws the waste into the main bin. The bin area is very messy and there are food scraps all over the floor. There is no lid on the bin either.

Anaisha returns to the kitchen and casts her eye over the area and watches with concern as Pam is using a dirty tea towel and does not wash her hands after working with raw eggs before preparing fruit.

On the benchtop Anaisha sees several dirty utensils and a mixer that hasn't been cleaned properly from the day before. Anaisha also sees a delivery of mince and chicken sitting on the bench and remembers that Pam said she was about to check the temperature of the delivered items, however, she got too busy with food service to remember to do the temperature check.

When Anaisha looks in the fridge, she sees that there is chicken that smells pungent and is past its use-by date. Anaisha enthusiastically asks Pam if she should sort out the fridge and get rid of any out-of-date food, but Pam says, "Just leave it there, I need to check it personally and write it up as wastage."

Anaisha replies, 'Do you have a segregated area for items to be disposed of?'. 'No' says Pam, 'don't worry about that, it's only you and me. Don't stress out too much mate.'

The kitchen area looks messy, with food leftovers and benches not wiped down. At the end of the shift, Anaisha is feeling deflated and worried about her new job. She hunts around for some sanitiser spray and is unable to find anything suitable and wonders what she will do next.

Respond to the following questions related to the scenario.

Question 1

Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



Complete the following table to list all food safety issues the above scenario presents. For each issue identify the food safety hazard they may represent and recommend corrective actions Anaisha will need to take in accordance with Little.ly's Food Safety Induction Pack.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided.

However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- include **all** food safety concerns from Scenario 2 as listed in the sample answer, identify the potential food safety hazard the issue may represent and recommend corrective actions. For each issue student must clearly state that this needs to be reported for centre director/management.

A sample answer is provided below.

Food safety issues (10-25 words)	Possible hazard (2-10 words)	Corrective actions (20-50 words)
The same board is used for both bakery/dairy and vegetables	Cross-contamination	Report issue to centre director/management. Implement the colour coded chopping board system and ensure an adequate number of these boards.
Chemicals are located close to food items	Risk of chemical contamination	Report issue to centre director/management. Ensure that chemicals are stored in segregated area, in a locked cupboard clearly labelled.
Garbage area: Lack of a recycling system and the bin area is messy. The garbage is overflowing and does not have a lid on it	Can attract pests and may lead to spread of bacteria	Report issue to centre director/management. Implement a recycling bin for cardboard waste. The bin area needs a thorough clean and sanitise. Bins in this area must be lidded.
No system in place for the disposal of food items	Food poisoning	Report issue to centre director/management. Making sure that a segregated area is designated to food items that are to be disposed. A labelling system also needs to be in place for this purpose. Bins with lids must be provided for the disposal of food.
Pam uses a dirty tea towel and not washing her hands after working with raw eggs. There are dirty utensils and mixer on the benchtop	Cross-contamination / Microbiological hazard	Report issue to centre director/management. Further hygiene training for all staff members. As well as the implementation of disciplinary action for staff members who disregard hygiene practices.
The delivery of mince and chicken sitting on the bench. No temperature check was completed,	Food poisoning	Report issue to centre director/management.

Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



and the items have not been put away into the fridge.		Ensure that deliveries are not accepted until temperatures have been recorded/logged as within acceptable limits. Items must be correctly stored as soon as possible.
The kitchen is not clean and tidy	Food contamination and spread of illness	Report issue to centre director/management. Implement a 'clean and you go' policy.
No sanitiser spray	Risk of contamination	Report issue to centre director/management. Ensure that a sanitiser spray is accessible to all staff members and offering induction training about the kitchen cleaning products.
Not washing hands after handling raw eggs	Possible cross contamination and allergy exposure	Report issue to centre director/management. Ensure that staff washes hand and utensils after handling raw eggs to avoid cross-contamination and exposure to possible allergen.

<add additional rows if necessary>

Question 2

Anaisha has been asked by the centre director to inspect the pantry and take the necessary actions if she has any concerns related to food safety. When she opens the pantry, she can see dirty shelves and the following:



Source: [Solutions Pest and Lawn](#)

a) Explain what is the issue and why is this a food safety concern? Complete the table provided with your responses.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided.

However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- include the identification of the issue and the explanation of why this is a food safety concern.

A sample answer is provided below.

Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



The issue (5-15 words)	This is a sign of a dead cockroach and cockroach droppings.
Why this is a food safety concern? (20-25 words)	Pests can cause food-borne illnesses, cross-contamination and transmit diseases, such as gastroenteritis (e.g., food poisoning, diarrhoea), cholera, typhoid fever, salmonellosis, E. coli infection.

b) Write an email to the centre director to report your finding. In your email include recommendations for necessary actions and prevention as well in accordance with Little.ly’s Food Safety Induction Pack and legislative requirements.

(Approximate word count: 140-150 words)

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- include a brief summary of the findings and recommendations of the necessary actions to manage and prevent pest/cockroach infestation.

A sample answer is provided below.

From:	[Type your name] Student’s name
To:	director@littlely.com.au
Subject:	Report on pantry inspection
<p>[Write your email here]</p> <p>Dear Director,</p> <p>I am writing to inform you about my findings after the pantry inspection. The pantry shelves were very dirty, and I also noticed cockroach droppings and a dead cockroach. This is a major concern as cockroaches can cause and transmit diseases.</p> <p>To address this issue, I recommend the following:</p> <ul style="list-style-type: none"> • discard any food items that may be contaminated • empty and clean pantry shelves • reduce access to food, water and shelter • apply pesticides that will target the cockroach and pests, away from food (or organise pest management done by professionals) • follow-up inspections and monitoring. <p>Kitchen staff must make sure they uphold a high standard of hygiene, store food in sealed airtight containers, empty bins regularly and keep garbage bin lids tightly closed.</p> <p>Let me know if you agree and I can take the necessary actions.</p> <p>Kind regards,</p> <p>The student’s name/Anaisha</p>	

Assessor Guide

Student Name: Click or tap here to enter text.
Student Number: Click or tap here to enter text.

HLTFSE001
Follow basic food safety practices



Source: [AIFS Guide to Pest Prevention and Control](#)

Question 3

On 20 August 2022, Anaisha inspected the fridge. Some of the items observed by her are listed in the following table. For each item, identify whether it needs to be disposed and explain the appropriate food disposal procedure if applicable. If the item does not have to be disposed, write 'N/A' (not applicable).

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- identify clearly whether the items listed in the table must be disposed and if so, explain the food disposal requirements.

A sample answer is provided below.

Item	To be disposed?	Food disposal procedure (1-30 words)
Carton of egg (expiry date: 10 August 2022)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Throw away the carton into the garbage bin with the eggs inside
Defrosted raw fish (taken out from freezer and placed in fridge 5 days ago)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Wrap fish in a plastic bag and dispose it in general waste bin
Raw chicken (best before 20 December 2022, in original packaging)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N/A
Raw sausages in opened package (best before 1 October 2022, package opened 5 days ago)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Wrap sausages in a plastic bag and dispose it in general waste bin
Cooked spaghetti Bolognese (leftover from 11 August 2022)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If kept in plastic takeaway container, throw away with the container. If kept in a non-disposable dish, empty food in a plastic bag and throw it away in general waste bin

Question 4

The service has just received delivery from the local supermarket. Look at the items in the following table and, according to the service's food safety program, briefly explain storage and handling requirements for each item.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer

Assessor Guide

Student Name: Click or tap here to enter text.
Student Number: Click or tap here to enter text.

HLTFSE001
Follow basic food safety practices



- include a brief explanation of storage and handling requirements for each item, as indicated in the sample answer. Handling requirements focus on handwashing.

A sample answer is provided below.

Item	Storage requirements (20-30 words)	Handling requirements (5-20 words)
Milk	Store milk in the fridge under 5 °C, on the shelf (never in the fridge door). Use before expiry date.	Wash your hands before handling milk
Uncooked rice	Store in sealed container, correctly labelled, in a cool and dry storage area, such as pantry or cupboard	Wash hands before using rice. Rice doesn't have to be washed before cooking it.
Raw beef	Store raw beef in original packaging or sealed container separately from other food in the fridge under 5 °C for 3-5 days only	Wash hands before cooking beef. Don't wash meat before cooking it.
Raw potatoes	Store raw potatoes in original packaging or bag allowing free circulation in a cool and dry pantry, away from light	Wash hands before handling potatoes, peel and wash them. Some type of potatoes doesn't need to be peeled, just washed only.

Question 5

The service has just received a delivery with single use items. Look at the items in the following table and briefly explain the requirements regarding storing, using and disposing these items.

Assessor instructions: Student responses are likely to include different wording than the sample answer provided.

However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer
- include a brief explanation of storage, usage and disposal requirements for each item, as indicated in the sample answer.

A sample answer is provided below.

Item	Storage requirements (10-20 words)	Safe use (10-15 words)	Disposal requirements (10-25 words)
Paper cup	In a clean package or container in the food storage area, away from chemicals.	Use it once, then dispose it after usage or if it gets contaminated.	If it's not contaminated, put it in recycling bin.
Disposable food safety gloves	In a clean package or container in the food storage area, away from chemicals.	Use it once, then dispose it after usage or if it gets contaminated.	If it's contaminated, such as by working with raw meat, must be thrown in the rubbish bin, in a sealed bag.
Take away containers	In a clean package or container in the food storage area, away from chemicals.	Use it once, then dispose it after usage or if it gets damaged.	Rinse it after use and if it's not contaminated, put it in the recycling bin. If it's contaminated, throw it in the rubbish bin.

Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices



Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

Scenario 1		
1	Answered to Question 1	<input type="checkbox"/>
2	Wrote an email to owners for Question 2	<input type="checkbox"/>
3	Created a food safety poster for staff and submitted with the assessment	<input type="checkbox"/>
4	Completed table for Question 4	<input type="checkbox"/>
Scenario 2		
1	Completed table for Question 1	<input type="checkbox"/>
2	a) Completed table for Question 2a	<input type="checkbox"/>
	b) Wrote an email to centre director for Question 2b	<input type="checkbox"/>
3	Completed table for Question 3	<input type="checkbox"/>
4	Completed table for Question 4	<input type="checkbox"/>
5	Completed table for Question 5	<input type="checkbox"/>



Congratulations you have reached the end of Assessment 2

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Assessor Guide

Student Name: Click or tap here to enter text.

Student Number: Click or tap here to enter text.

HLTFSE001

Follow basic food safety practices