

Title	Demonstrate knowledge of and comply with food hygiene requirements on board an aircraft		
Level	3	Credits	4

Purpose	People credited with this unit standard are, on board an aircraft, able to: maintain personal hygiene when handling food for distribution to passengers and crew; demonstrate hygienic storage and preparation of food for consumption by passengers and crew; demonstrate knowledge of micro-organisms that cause food spoilage, and symptoms of associated food poisoning; and explain methods to control food spoilage during delays to service delivery.
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Classification	Aviation > Flight Attendants
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Available grade	Achieved
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Guidance Information

- 1 Definition
Enterprise procedures refer to the expected performance required by the enterprise in which credit for this unit standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, Civil Aviation Authority of New Zealand (CAA) documentation, and the International Air Transport Association (IATA) Medical Manual.
- 2 Legislation relevant to this unit standard includes: Food Act 2014; and subsequent amendments.
- 3 Evidence for this unit standard may be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

Outcomes and performance criteria

Outcome 1

Maintain personal hygiene when handling food for distribution to passengers and crew.

Performance criteria

- 1.1 Personal hygiene is maintained for handling and distributing food to passengers and crew in accordance with enterprise procedures.

1.2 Reasons for personal hygiene in the workplace are identified in accordance with enterprise procedures.

Range may include but is not limited to – health and safety, customer satisfaction.

1.3 Unhygienic activities that may cause contamination are identified.

Range may include but is not limited to – visit to toilet, cleaning toilet, nose blowing, handling rubbish, handling money, handling chemicals, handling raw food, skin conditions, cuts and wounds, scratching; touching hair, nose, mouth.

1.4 Work habits that prevent contamination are identified.

Range may include but is not limited to – use of disposable gloves, use of tongs, removing jewellery, cleaning hands and nails, work area is cleaned, protective clothing and equipment is maintained in a sanitary condition.

Outcome 2

Demonstrate hygienic storage and preparation of food for consumption by passengers and crew.

Performance criteria

2.1 Hygienic galley practices are demonstrated in accordance with enterprise procedures.

Range may include but is not limited to – use of gloves, correct handling of crockery and glassware, keeping preparation surfaces and equipment clean.

2.2 Food is stowed prior to serving to passengers and crew in accordance with enterprise procedures.

2.3 Procedures for stowage and preparation of food for ongoing service throughout the flight are explained and followed in accordance with enterprise procedures.

Outcome 3

Demonstrate knowledge of micro-organisms that cause food spoilage, and symptoms of associated food poisoning.

Range yeast, moulds, bacteria.

Performance criteria

3.1 Explanation describes the conditions required for growth of micro-organisms in food.

3.2 Explanation outlines the indicators of spoiled food.

3.3 Explanation outlines the symptoms of food poisoning.

Outcome 4

Explain methods to control food spoilage during delays to service delivery.

Performance criteria

4.1 Explanation includes methods to control food spoilage before and after heating has started.

4.2 Explanation includes methods to control food spoilage, with refrigeration both available and unavailable, on board the aircraft.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 August 2005	31 December 2017
Review	2	12 December 2008	31 December 2017
Review	3	19 March 2015	N/A
Revision and Rollover	4	30 September 2021	N/A

Consent and Moderation Requirements (CMR) reference	0028
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.