



Minimum content requirements for food allergen management training for food service

1. Understand food allergy and the consequences to the customer.

- 1.1 Understand the difference between a food allergy and other special dietary needs such as food intolerances, coeliac disease, cultural or religious requirements (for example, Kosher) and lifestyle choices (for example, vegan).
- 1.2 Be able to list the common food allergens in Australia.
- 1.3 Know the signs and symptoms of an allergic reaction including anaphylaxis.
- 1.4 Know what to do if a customer has an allergic reaction.
- 1.5 Know where to seek credible information about food allergies and food allergen management.

2. Understand the law and the consequences to the food service provider.

- 2.1 Understand the law regarding food allergens and food service provision.
- 2.2 Identify and use best practice strategies to minimise the risk of customers being exposed to declared food allergens.

3. Be able to communicate with staff and customers about food allergies.

- 3.1 Use questions effectively to find out about a customer's food allergy.
 - Understand clearly what a customer needs.
 - Openly communicate food allergen information to customers.
 - Clearly communicate customer food allergy information to other staff.
- 3.2 Identify and implement strategies to ensure that customers receive accurate information about the food allergen content of menu items when they disclose their food allergy to staff.

4. Demonstrate how to implement procedures to reduce the risk of a customer having an allergic reaction.

- 4.1 Identify appropriate strategies to plan, order, receive and store food for customers with food allergies.
- 4.2 Demonstrate knowledge of allergen segregation and cleaning procedures.

5. Know how to prepare and serve foods for customers with food allergies.

- 5.1 Be able to identify food allergens in products, recipes, packaged foods, ingredients, meal components and garnishes, including reading food labels (including precautionary allergen labelling).
- 5.2 Identify and manage areas of potential cross contamination (cross contact) of food allergens.
- 5.3 Demonstrate how to prepare suitable food for customers with food allergies.
- 5.4 Identify and implement strategies to ensure that the right meal is served to the customer with food allergy.