

Minimum standards for food allergen 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 and cultural/religious requirements (e.g. Kosher) and lifestyle choices (e.g. vegan).
- 1.2 Be able to list the common food allergens in Australia.
- 1.3 Know what an allergic reaction might look like.
- 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 with regards to food allergens and food service provision.
- 2.2 Identify and use simple, cost effective strategies to minimise the risk of an allergic reaction.

3. Know how to prepare foods for customers with food allergies

- 3.1 Be able to identify food allergens in products, recipes, packaged foods, ingredients, meal components and garnishes, and when reading food labels.
- 3.2 Identify and manage areas of potential cross contamination in food service.
- 3.3 Demonstrate how to prepare food suitable for individuals with food allergies.

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

- 4.1 Use questions effectively to find out about a customer's food allergy.
- 4.2 Identify the consequences of failing to:
 - Openly communicate food allergen information to customers;
 - Understand clearly what a customer needs; and
 - Clearly communicate that food allergen information to staff.
- 4.3 Identify and implement strategies in the workplace to ensure that customers receive accurate information about the food allergen content of menu items when they disclose their food allergy.
- 4.4 Identify and implement strategies in the workplace to ensure that the right meal is served to the customer with food allergy.
- 4.5 Demonstrate how to implement strategies in the workplace to reduce the risk of a customer having an allergic reaction.