



NATIONALLY RECOGNISED
TRAINING

SIRRFSA001

HANDLE FOOD SAFELY IN A RETAIL ENVIRONMENT

Food Safety Supervisor (Retail)

BROCHURE 2025

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JustCareers
TRAINING
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About this Course

This unit describes the performance outcomes, skills and knowledge required to handle food safely in the retail environment following organisational food safety procedures and relevant legislation and standard procedures. It applies to individuals working in roles that involve the handling of food. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures and relevant legislative requirements.

The legislative requirement for a business to comply with the national standard for food safety practices, along with training and certification requirements, these may differ between State and Territory Governments.

Nationally, the Food Standards Code (FSANZ) legislation requires that all food businesses must have at least one person employed in the business in a food related role to hold a current and valid certificate.

For further information about the requirements relating to the Food Safety Supervisor Certificate in your state, it is recommended you visit the nominated Food Safety Authority website for your state:

- NSW Food Authority - www.foodauthority.nsw.gov.au
- Health VIC - Food safety
- Health ACT - www.health.act.gov.au
- QLD Health - The Food Pantry | Health and wellbeing | Queensland Government
- WA Dept Health - Food
- SA Health - Food safety | SA Health
- NT Gov - Food safety and regulations | NT.GOV.AU
- TAS Dept Health - Food safety | Tasmanian Department of Health



WHAT'S COVERED

- As part of the requirements of this program you will learn about the following;
- How to access information from food safety program to ensure food handling is completed safely.
- The correct practice to monitor food safety according to organisational processes and document as required.
- How to control identified food safety hazards relevant to operations.
- What corrective action need to be taken within scope of job responsibility when non-compliance and food safety hazards are identified and report to relevant personnel as required.
- How to record food safety information, including equipment breakdowns, according to food safety program.
- Best practice of receiving and transport food supplies to appropriate storage areas promptly, safely and without damage.
- The correct process of storing and displaying food in environmental conditions that protect against contamination and maximise freshness, quality and appearance.
- How to store food at controlled temperatures and ensure that food items remain at correct temperature during storage and display.
- The correct use of cooling and heating processes that support microbiological safety of food.
- How to identify and take action to remove potentially unsafe food safety processes or situations.
- Process and procedure to changing or sanitising food-handling implements between handling different food products to avoid cross-contamination
- How to mark and keep separate from other foodstuffs any food identified for disposal until disposal is complete.
- When to Dispose of food promptly to avoid cross-contamination
- The correct process to follow for hand washing procedures to minimise risk of contamination.
- What are appropriate clothing and footwear to wear and what are the requirements to maintain uniform cleanliness standards.
- How to correctly secure hair and cover all open wounds to minimise risk to food safety.
- When to report any health issues or illness to appropriate personnel.
- Correct process of cleaning and sanitising equipment, surfaces and utensils following organisational procedures.
- How to identify and report cleaning, sanitising and maintenance requirements.

- When to dispose of or report chipped, broken or cracked food handling utensils.
- What measures need to be taken within scope of responsibility to ensure food-handling areas are free from insects, pests and vermin and report incidents of animal or pest infestation

The NSW Food Authority also emphasised that the course must incorporate four (4) key focus areas including:

- 1 Safe egg handling
- 2 Allergen management
- 3 Cleaning and sanitising practices.
- 4* Food Act Offences

**Food Act Offences is not assessed.*

PREREQUISITES

There are no educational prerequisites for entry into this course.

ENROLMENT

In order to undertake this, course you will be required to complete our Enrolment Form (available on the internet when booked for online, or in the classroom if booking for face to face classes).

Once you have submitted this and paid the required fees then you will have commenced your course.

It is important that when enrolling, you must ensure that you have read and understood the Just Careers Training Student Handbook and Terms & Conditions and that you have access to a copy of this document, which is downloadable from our website.

FEE INFORMATION

Fee information for this course can be found on our website or from our office.

Delivery Options

This course is available online and in Face-to-face classes. All course options have a maximum duration of 6 months.



FACE TO FACE CLASSES

Duration

1 day in the classroom (but up to 6 months to complete).

If you are currently employed, you have 4 weeks from your date of enrolment to complete your course requirements. If you are not currently employed, you will have 6 months from enrolment to complete your course requirements.

This option involves accessing and completing your learning and assessment in one of our scheduled classes at our various locations. Once you have been booked into the program, you will receive a confirmation email that will cover:

1. Your course confirmation
2. Tax invoice
3. Access to the learner portal which gives you access to your:
 - Reading materials
 - Relevant information
 - Terms and Conditions
 - Student Handbook

You will receive a mandatory online eQuiz, three case studies*, final theory tasks document, allergen management assessment* and Food Safety Third Party Report upon booking your course. If you are currently working in a retail food business, this needs to be completed by your observer and brought with you on the day of your course, and if you meet the requirements of the course then you will receive your certificate within 10 working days.

If you are not working in retail food business, you may attend this course, however you will be required to undertake a minimum 12 hours (3 shifts comprising of a minimum of 4 hours per shift) or until performance competency can be proven.

You have 6 months from the date of course booking to complete your course requirements, which includes your work placement requirements or the submission of the completed Food Safety Third Party Report.

Extension provisions are available. Please refer to the Terms and Conditions on our website.

**Prescribed by the NSW Food Authority*



ONLINE COURSES

Duration

Up to 6 Months

If you are currently employed, you have 4 weeks from your date of enrolment to complete your course requirements. If you are not currently employed, you will have 6 months from enrolment to complete your course requirements.

Requirements of the course:

- A personal computer or notebook (laptop) – at home, in the workplace or anywhere else.
- A broadband internet connection
- Access to a printer (black and white is okay) with scanning abilities
- A pen and a paper notebook
- A real workplace (may be paid or voluntary)

This option involves accessing and completing your learning and assessment online. Once you have been enrolled and accepted into the program you will receive log in details that is password protected. On our Learning Management System (LMS) you will be required to:

1. Read and understand the learning resources in your course
2. Complete the required questions and assessments
3. Download, print and complete the “Final Theory Tasks and Food Safety Third Party Report” which will need to be completed based off a current or past workplace (recent of 6 months), and signed off by your observer (if applicable)

OR

If you are not working in retail food business, you will be required to undertake a minimum 12 hours (3 shifts comprising of a minimum of 4 hours per shift) or until performance competency can be proven.

You have 6 months from the date of course booking to complete your course requirements, which include your work placement requirements or the submission of the Food Safety Third Party Report.

Extension provisions are available. Please refer to the Terms and Conditions on our website.

4. Book and complete a verification call** with your assessor.

***Fees may apply.*

Workplace Requirements

If you are currently working in a retail food business, a Food Safety Third Party Report* needs to be completed by your observer and brought with you on the day of your course, and if you meet the requirements of the course then you will receive your certificate within 10 working days.

If you are not working in food business, you may attend this course, however you will be required to attend a suitable workplace and complete the performance requirement of the Food Safety Third Party Report.

You have 6 months from the date of course booking to complete your course requirements which includes your work placement requirements or the submission of the Food Safety Third Party Report*.

The workplace in all cases must have the following available;

- Personal Protective Equipment (gloves for example)
- Cleaning materials and chemicals
- Pest control chemicals and equipment
- Food that is for sale to the public
- Food handling implements (such as tongs)
- Food storage and display equipment (such as a bain marie)
- An observer or manager that can verify your abilities

These are available in most food-retail stores. If these are not available, then you may contact Just Careers Training for advice.

How you will be assessed

Your training is competency based, meaning that you will need to provide evidence that you have met the required competency.

This evidence will be generated and or collected by:

- Tasks and assessments you undertake during your study
- Work placement or workplace evidence signed off on by your observer.
- Mandatory pre-course quiz
- 3 Key focus areas assessments

In order to attain this unit of competency you will need to be assessed. These assessments aim to demonstrate that you have the required skills and knowledge and that you can apply these in the workplace.

The information that you will be provided with is divided into nine (9) modules covering the areas mentioned above including four (4) key focus areas (three [3] are assessed). During your training session you will be required to complete a class assessment on the information provided. This is a closed book assessment. This is used to demonstrate that you have the required knowledge for attaining this unit.

If you answer incorrectly, you will then be allowed further attempts to choose the correct answers to the questions after reviewing the information provided again. You will be allowed three attempts during your training session after which you will need to speak to one of our trainers to better understand how we can help you attain this unit of competency.

The assessor will also use your Food Safety Third Party Report to confirm your application of the skills and knowledge required.

Achieving a result of “Satisfactory” for all the assessment and evidence requirements of a unit is required to achieve a result of “Competent” for the Unit of Competency.

Where a result of “Not Satisfactory” is achieved then your trainer will assist you in getting to the required result of “Satisfactory”.

Outcome

This Statement of Attainment is nationally recognised. Upon successful completion of the required assessments you will be awarded a statement of attainment of the following unit:

SIRRFSA001 Handle food safely in a retail environment

Participants in NSW** will also receive a NSW Food Authority Food Safety Supervisor Certificate*. (If applicable).

*\$30 NSW Food Authority Certificate Fee applies (NSW ONLY)

**If you are in NSW, a \$30 NSW Food Authority Processing Fee is applicable upon the completion of your Food Safety Supervisor (Hospitality) Course. This is mandatory.

***If you are located in any other state and wish to obtain a NSW Food Safety Supervisor certificate, a \$30 NSW Food Authority Processing Fee is applicable upon the completion of your Food Safety Supervisor (Hospitality) Course. This is not mandatory.



Other Important Information

RECOGNITION OF PRIOR LEARNING (RPL)

If your FSS certificate has recently expired (within the last 90 days), you may apply for recertification. The entire process—including enrolment, training, and successful completion of the unit of competency—must be finalised within this 90-day period.

For more information, please visit our website or contact us directly.

LANGUAGE LITERACY & NUMERACY REQUIREMENTS

The course is delivered in English, to be able to successfully complete the training programs participants must be able to read and write English to a sufficient standard to work with the supplied texts. Participants may also be requested to undertake a Language Literacy and Numeracy assessment.

PARTICIPANT SUPPORT & REASONABLE ADJUSTMENTS

From the time that you enquire until you have completed your course you will have the assistance and support of the Just Careers Training team.

If you have any difficulty in completing the course, then you should contact Just Careers Training who will endeavour to find a way to assist you in meeting the requirements of the course. Areas where we can provide assistance includes if you need language and literacy assistance etc.

FEES AND CHARGES

The fee for this course is as per our currently advertised price. This fee includes the enrolment fee, program fees and resources. Prices are subject to change. Additionally, there may be a fee associated with scheduling your verification call. Please visit our website or contact us for further information.

If you require a NSW Food Safety Supervisor Certificate, you must pay the fee stipulated by the NSW Food Authority – please visit the NSW Food Authority website for current charges www.foodauthority.nsw.gov.au

Food Safety Supervisor Certificates and Statement of Attainments may be reissued if requested, however a processing and postage fee of \$40 applies for each reissued Statement of Attainment or Certificate (\$30 for the FSS Certificate & \$10 for postage).

TERMS & CONDITIONS

For information regarding any of the below, please refer to the Terms & Conditions on our website (these will also be available in your confirmation email when you enrol into any Just Careers Training Course)

- Fees and charges
- Refunds
- Course extensions
- Withdrawals
- Cancellations

ACCESS AND EQUITY AT JUST CAREERS TRAINING

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All participants that meet our entry requirements will be accepted into any of our training programs.

PRIVACY AND CONFIDENTIALITY

Just Careers abides strictly by all state and federal requirements relating to your privacy and confidentiality including the National Quality Standards and the Privacy Act 1988. Your information will only be passed to relevant persons as required by law or Department of Education guidelines.

After enrolment and for the duration of training and assessment your records will need to be kept at the office of Just Careers Training. These records are kept in a secure and locked location. Types of documents we may be required to keep include; enrolment forms, records of assessments (at times this may be photographic), attendance and progress details.

COMPLAINTS AND APPEALS

Just Careers Training has a fair and transparent complaints and appeals policy. All complaints will be dealt with in a timely manner and avenues for appeals extend to third party arbitration.

If you feel that you have been treated unfairly while undertaking this course or that you are unhappy with our services, then please contact us for a complaint and/or an appeal form.

Further information about complaints and appeals can be found in our Student Handbook available on our website.

MORE INFORMATION

Refer to your Student Handbook or contact our Customer Service staff.

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