



NATIONALLY RECOGNISED  
TRAINING

SIRRFSA001

# HANDLE FOOD SAFELY IN A RETAIL ENVIRONMENT

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**BROCHURE NSW 2021**

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JustCareers  
TRAINING

## 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, differ between State and Territory Governments.

Legislation in NSW, ACT, VIC, and QLD requires that certain food businesses require that at least one person employed in the business to hold a current and valid certificate. Legislation in WA, SA, NT, and TAS recommend that business have at least one person in the business hold a certificate.

For further information about the requirements relating to the Food Safety 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](http://www.foodauthority.nsw.gov.au)
- Health VIC - [www2.health.vic.gov.au](http://www2.health.vic.gov.au)
- Health ACT - [www.health.act.gov.au](http://www.health.act.gov.au)
- QLD Health - [www.health.qld.gov.au](http://www.health.qld.gov.au)
- WA Dept Health - [ww2.health.wa.gov.au](http://ww2.health.wa.gov.au)
- SA Health - [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)
- NT Gov - [www.nt.gov.au](http://www.nt.gov.au)
- TAS Dept Health - [www.dhhs.tas.gov.au](http://www.dhhs.tas.gov.au)



## 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 measure 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 Food Safety Authority also emphasised that the course must incorporate three key focus areas including:

- 1 Safe egg handling
- 2 Allergen management
- 3 Cleaning and sanitising practices.

## 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/print correspondence, 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 Client/Participant 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, by Print Correspondence and in Face-to-face classes. All course options have a maximum duration of 6 months.



## FACE TO FACE CLASSES

### Duration

6 hours in the classroom  
(but up to 6 months to complete)

### Requirements of the course:

- A pen and a paper notebook
- A real workplace (may be paid or voluntary)

### Choose face to face classroom option if:

- You are wanting to receive your certification same day
- You are able to attend one of our various sites for training
- You prefer face to face based learning with a physical trainer

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. Reading materials
4. Relevant information

You will receive a Supervisor Task & Report on booking your course. If you are currently working in a retail food business, this needs to be completed by your supervisor 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 on the day.

If you are not working in retail food business, then 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 include your work placement requirements or the submission of the Supervisor Task and Report.

If you don't have access to a workplace, please speak to your trainer as we may be able to assist you in organising a suitable work placement venue to complete the mandatory 12 hours of work placement.



## ONLINE COURSES

### Duration

Up to 6 Months

### 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 ok) with scanning abilities
- Postage supplies to send in the required documentation (an envelope and a stamp)
- A pen and a paper notebook
- A real workplace (may be paid or voluntary)

### Choose online courses option if:

- Want to study and complete your course in your own time at your own pace in your own place!
- You live anywhere in Australia and prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You have the basic skills to access the learning site, complete assessments online (quite easy) and upload documents
- You don't mind communicating by email or phone (if required)

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 "Tasks and Report" which will need to be completed based off a current or past workplace (recent of 6 months), and signed off by your supervisor (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 Supervisor Task and Report.

4. Book and complete a verification call with your assessor





## PRINT CORRESPONDENCE

### Duration

Up to 6 Months

### Requirements of the course:

- Postal Address for materials to be sent to you
- Access to a computer (or fax) so you can submit your completed work
- A pen and a paper notebook
- A real workplace (may be paid or voluntary)

### Choose print correspondence option if:

- Study and complete your course in your own time at your own pace in your own place!
- You live anywhere in Australia and prefer to do things at your own pace in your own time
- You want to start the course at a time that suits you
- You do not want to lock into classroom sessions
- You have other commitments that prevent you from attending a training center or classroom
- You prefer workbooks or you do not have the hardware and software required for the online option
- You have access to a postal service
- You don't mind communicating by email or phone (if required)

This option involves accessing and completing your learning and assessment using printed workbooks. Once you have been enrolled and accepted into the program you will receive your course materials by post, you will be required to:

1. Read and understand the learning resources
2. Complete the required questions and assessments in your workbook
3. Complete the "Tasks and Report" which will need to be completed based off a current or past workplace, and signed off by your supervisor (if applicable) OR
4. 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.
5. 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 Supervisor Task and Report.
6. Post your work back to our office
7. Book and complete a verification call with your assessor

## Workplace Requirements

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)
- A supervisor 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.

For Face – To – Face classroom learners, if you don't have access to a workplace, please speak to your trainer as we may be able to assist you in organising a suitable work placement venue to complete the mandatory 12 hours of work placement.

# 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 assignments you undertake during your study
- Work placement or workplace evidence signed off on by your supervisor.

In order to attain this unit of competency you will need to be assessed. This assessment aims 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. During your training session you will be required to complete a workbook assessment on the information provided. This will demonstrate that you have the required knowledge for attaining this unit.

If you answer incorrectly, then you will 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 Supervisor 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”.

Where a result for a Unit of Competency is “Not Yet Competent”, then your trainer will assist you in meeting all the requirements of the Unit within the required time.

## Outcome

The qualification is nationally recognised. Upon successful completion of the required assessments you will be awarded a statement of attainment if 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

# Other Important Information

## RECOGNITION OF PRIOR LEARNING (RPL)

Just Careers Training values your current skills, knowledge and/or experiences. If you feel that you already have the required skill and knowledge relating to this course, contact us to discuss how your skills and knowledge can be recognised.

If you have a recently expired FSS then you may apply for recertification. Please visit our website or contact us for further information.

## PARTICIPANT SUPPORT & REASONABLE ADJUSTMENTS

From the time 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 do not have access to a computer or internet, a suitable workplace (workplace arrangements might be made for Face-to-Face learners), 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. Please visit our website or contact us for further information.

You will be required to pay the fee stipulated by the NSW Food Authority – please visit the NSW Food Authority website for current charges [www.foodauthority.nsw.gov.au](http://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 or Certificate

## 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 who 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 AQTF 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 Client/Participant Handbook available on our website.

## **MORE INFORMATION**

Refer to your Client/Participant Handbook or contact our Customer Service staff.

Just Careers Training Pty Ltd  
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