

FSS REFRESHER GUIDELINE FOR REGISTERED TRAINING ORGANISATIONS



Department of
Primary Industries
Food Authority



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Terms and definitions

Term	Definition
Food Safety Supervisor (FSS)	<p>A person who:</p> <ul style="list-style-type: none"> • is trained to recognise and prevent risks associated with food handling in retail food businesses, • holds a current FSS certificate (no more than five years old), • is not an FSS for any other food premises or any other mobile catering business, and • can train and supervise others in a business about safe food handling practices.
Registered Training Organisation (RTO)	<p>A training organisation registered by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training and/or conduct assessments to issue nationally recognised qualifications.</p> <p>RTOs may include government departments, TAFE colleges, adult and community education providers, private providers, community organisations, schools, higher education institutions, industry bodies or other organisations meeting the registration requirements.</p>
Australian Skills Quality Authority (ASQA)	<p>Is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.</p>
Standards for Registered Training Organisations	<p>These Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia's Vocational Education and Training (VET) system. RTOs must comply with the Standards as part of their conditions of registration with the ASQA.</p>
FSS Certificate	<p>A certificate issued under the Food Regulation to those persons who have received and been assessed as competent in the required units of competency on the website of the NSW Food Authority by an approved registration training organisation. All FSS's must be issued with a FSS certificate.</p>



Term	Definition
Statement of Attainment (SoA)	Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
Units of Competency (UoC)	Unit of competency means the specification of the standards of performance required in the workplace as defined in the training package.
Recognition of prior learning	<p>Recognition of Prior Learning (RPL) means a process to determine the competency/s of an individual in a particular unit of competency of a training package or VET accredited course based on learnings that may have been gained through formal, non-formal and informal learning.</p> <p>a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an Australian Qualification Framework (AQF) qualification or statement of attainment (for example, a certificate, diploma or university degree);</p> <p>b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and</p> <p>c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).</p>
Required units of competency	The attainment of particular units of competency determined by the Food Authority as being required for the attainment of an FSS certificate and identified on its website.
Learning and assessment pathway	The process followed by a learner to achieve competence in the required units of competency. Learning and assessment pathways may include structured programs in a variety of contexts using a range of strategies to meet different learner needs.
Recognition pathway	Has the same meaning as 'recognition of prior learning' and is the process of providing recognition of prior learning or recognition of current competency.
Competency	Is the consistent application of knowledge and skill to the standard of



Term	Definition
	performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
Training package	<p>Training packages are developed by the Industry Skills Councils (ISCs) to meet the training needs of an industry, or group of industries.</p> <p>Training packages specify the skills and knowledge required to effectively perform in the workplace.</p>
Elements of competency	The elements of competency are the basic building blocks of the unit of competency. They describe in terms of outcomes the significant functions and tasks that make up the competency.
Performance criteria	Performance criteria are evaluative statements which specify what is to be assessed and the required level of performance. They detail the activities, skills, knowledge and understanding that provide evidence of competent performance of each element.
Clean	Clean to touch and free of extraneous visible matter and objectionable odour.
Sanitising	Sanitising involves the application of heat and/or chemicals, or other processes, so that the number of micro-organisms on the food contact surface or utensil has been reduced to a level that does not compromise the safety of the food with which it may come into contact with and does not permit the transmission of infectious disease.
Allergy	Allergy occurs when a person's immune system reacts to proteins in the environment that are harmless for most people.
Allergen	Allergens are substances that cause an immune system response in persons with allergies. Allergens are found in house dust mites, pets, pollen, insects, moulds, foods and some medicines.
Egg	Egg means an egg from any avian (bird) species, except ratite birds (e.g. ostrich, rhea, emu, cassowary, and kiwi) .
Raw egg product	A food derived from, or using ingredients, that contain eggs that has not been heat treated by cooking or pasteurisation.



Introduction

Food Safety Supervisor program

The NSW Food Safety Supervisor (FSS) program was established in October 2010 to help reduce foodborne illness in the hospitality and retail food service sectors in NSW by improving food handler skills and knowledge.

Food laws in NSW require certain food businesses in the hospitality and retail food service sector to have at least one trained FSS per premises or per business for mobile catering businesses. The requirement applies to food businesses that operate premises where food is processed and sold at the retail level that is:

- ready-to-eat,
- potentially hazardous (requires temperature control), and is
- NOT sold and served in the supplier's original packaging.

Businesses required to comply include restaurants, cafes, takeaway shops, caterers, mobile caterers, bakeries, pubs, clubs, hotels, market stalls, mobile food vendors and supermarkets that sell hot food.

For an individual to be an FSS for a food premise they must attain required units of competency as outlined on the NSW Food Authority website, and hold a current NSW FSS certificate.

Required units of competency

Industry sector	Previous unit of competency	Previous unit of competency name	Current unit of competency code	Current unit of competency name
Hospitality	SITXOHS002A	Follow workplace hygiene procedures	SITXFSA101	Use hygienic practices for food safety
	SITXFSA001A	Implement food safety procedures	SITXFSA201	Participate in safe food handling practices
Or				
Retail	SIRRFSA001A	Apply retail food safety practices	No change	No change

FSS certificates issued by approved Registered Training Organisations (RTOs) under the FSS program and certificates issued by the Food Authority under recognition of prior learning expire five years from date of issue.

The five year refresher cycle provides a sufficient period to update an FSS's skills and knowledge to current industry requirements, and aligns with changes to food laws.

The first round of FSS certificates expire from September 2015. If a certificate is due to expire then you must undertake refresher training to attain a statement of attainment for the required units of competency and a current FSS certificate.



FSS refresher training objectives and outcomes

FSS refresher training presents an opportunity to renew skills and knowledge in core food safety issues relevant to the hospitality and retail food service sectors as well as upskill FSS in current food safety focus areas.

In considering the key elements of the FSS refresher training, the Food Authority undertook a review of compliance results from the retail food service environment over 2010-2015 as well as a review of foodborne illness incidents from the retail environment. This review identified three key issues:

- unsafe handling of eggs and raw egg products
- inadequate knowledge of allergen management, and
- poor cleaning and sanitising practices.

Cleaning and sanitising is explicitly covered by the units of competency, for SITXFSA201 Participate in safe food handling practices' and SIRRFSA001A Apply retail food safety practices, however modules on safe egg handling and allergen management are not specifically stipulated as components of the Units of Competency. The FSS refresher is an opportunity to impart additional skills and knowledge in these food safety focus areas

The Food Authority engaged Charles Sturt University (CSU) to develop learner guides in three key focus areas:

- Safe egg handling
- Allergen management
- Cleaning and sanitising.

CSU also developed assessment materials in the required units of competency. These materials are provided to RTOs at no cost and serve to facilitate delivery of training and assessment in the three key focus areas for refresher students and new students undertaking FSS training from September 2015.

The learner guides provide guidance on where the training most appropriately fits within the elements and performance criteria for the required units of competency.

RTOs may choose to customise the materials or develop their own materials as long as the intended food safety outcomes of the three focus areas are addressed for new and refresher students from September 2015.

The Food Authority also encourages RTOs to provide flexible pathway options for refresher students including consideration of Recognition of Prior Learning (RPL) options.

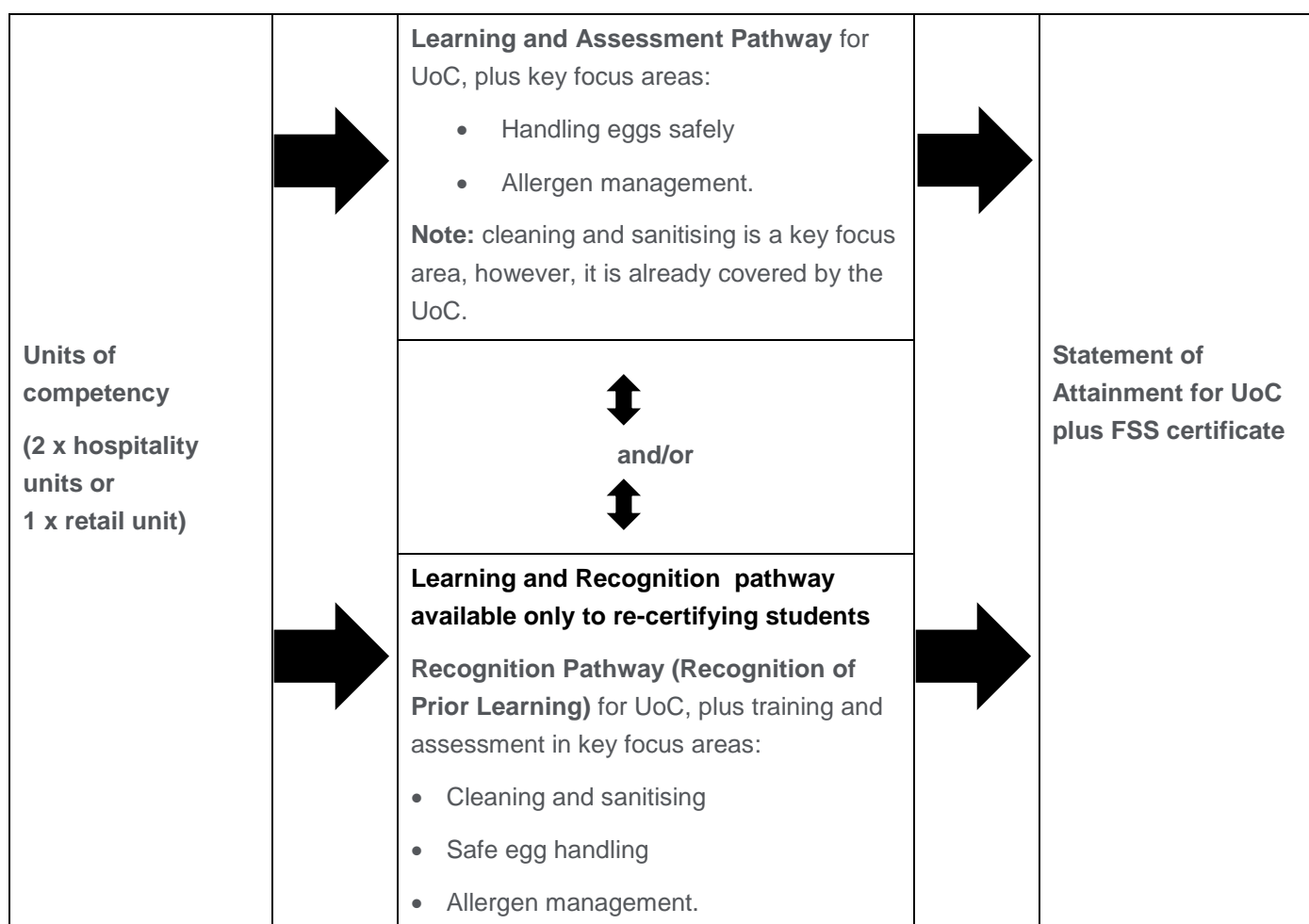


FSS program strategy for new and refresher students

Food safety supervisors must attain the required Units of Competency (UoC) from an approved RTO as a prerequisite to obtaining a current FSS certificate. Assessment leading to the issue of a Statement of Attainment for the UoC may follow a learning and assessment OR a learning and recognition pathway.

RTOs must comply with the requirements of the relevant training package when issuing nationally recognised qualifications including requirements for administering an RPL pathway.

From September 2015, RTOs approved under the FSS program are required as a condition of approval to incorporate training and assessment in the key focus areas into their FSS training program for new and refresher students.



Pathways to Food Safety Supervisor certification

Learning and assessment pathway

A student seeks to obtain an FSS certificate for the first time. The student contacts an approved RTO and enrolls in the RTOs FSS training course.

The student will undertake training in the required units of competency (i.e. 2 x hospitality units or the 1 x retail unit), which includes supplementary training in the focus areas:

- Safe egg handling
- Allergen management.

Students assessed as competent in the required units of competency will be issued with a statement of attainment for the units of competency and an FSS certificate which will be current for 5 years.

Note: Cleaning and sanitising is already included as a specific element of the units of competency in both the hospitality FSS package and the retail FSS package.

Note: Recognition of prior learning may not be applied to students who are obtaining an FSS certificate for the first time.

Learning and recognition pathway (re-certifying students)

A student has an FSS certificate that is due to expire. The student contacts an approved RTO and enrolls in the RTOs FSS training course. The RTO, as this is a student re-certifying as an FSS may apply recognition of prior learning (RPL) principles to acknowledge the students existing skills and competence.

Note: Recognition of prior learning may not be applied to students who are obtaining an FSS certificate for the first time.

As a minimum the RPL process will not extend to the three key focus areas:

- Safe egg handling
- Allergen management
- Cleaning and sanitising.

Students following training and assessment, if deemed competent, will be issued with a statement of attainment for the units of competency and an FSS certificate which will be current for 5 years.

How does an approved RTO access the resources?

Approved Registered Training Organisations at 1 September 2015 have been provided with access to relevant materials. RTOs may obtain approval post 1 September 2015 and will be provided with access at the time their final approval is granted.

Please contact the Food Authority's helpline on 1300 552 406 for further information.



Issuing new FSS certificates

Approved RTOs are issued with a unique login to access their RTO Interface (SmartForm). RTOs will continue to login to this system to issue new FSS certificates after 1 September 2015.

Refresher students deemed competent in the current units of competency are issued with a new FSS certificate via the SmartForm. The new FSS certificate will contain a new certificate reference number and a refresher due date of 5 years from date of issue.

If RTOs need assistance in using their SmartForm they can contact the Food Authority's Licensing and Accreditation Services on 1300 552 406.

Advertising FSS training for the purposes of attaining an FSS certificate

It is a condition of approval that RTOs must not produce training or advertising material that inaccurately represents the requirements of the *Food Act 2003* and Food Regulation 2010. This includes ensuring that advertising materials for the NSW FSS certificate does not misrepresent which businesses are required to appoint an FSS and does not misrepresent the process by which an FSS certificate must be attained.

FSS refresher training must follow a pathway that enables the student to be deemed competent in the required units of competency and must include training in the key focus areas. RTOs advertising the FSS refresher training should consider these pathways when advertising the course.



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