

Food Safety Supervisor program: RTO approval conditions

September 2025

Registered Training Organisations (RTOs) must comply with the approval conditions under the Food Safety Supervisor (FSS) program.

Compliance with approval conditions under the FSS program

RTOs approved by the NSW Food Authority under the FSS program are subject to approval conditions outlined below imposed under 106H of the NSW *Food Act 2003*.

The Food Authority will take appropriate enforcement against an RTO (for example, suspension of approval) under section 20 of the NSW Food Regulation 2025 if an RTO is found to be in breach of the approval conditions.

Approval conditions

The **approved RTO** must:

- a. comply with the requirements of the NSW *Food Act 2003* and NSW Food Regulation 2025 as they apply to the FSS program
- b. comply with the [RTO approval criteria](#) (PDF, 281 KB) as it applies to the FSS program
- c. conduct FSS training for the purposes of issuing NSW Food Safety Supervisor (FSS) Certificates only with trainers agreed to by the Food Authority in writing
- d. notify the Food Authority in writing of any change to:
 - i. contact details
 - ii. ownership of the registered training organisation
 - iii. the scope of registration as a training organisation (for FSS related units)
 - iv. trainers (including proposals to add new trainers and/or removal of current trainers)
 - v. method of delivery of the required units of competency
- e. not use recognition of prior learning (RPL) for the purposes of issuing a NSW FSS Certificate, unless it is applied for the purposes of re-certifying a person that currently holds a NSW FSS Certificate within the immediately preceding period of 5 years

- f. not issue a NSW FSS Certificate for circumstances under which the Food Authority will issue a FSS Certificate (as published on the Food Authority's website)
- g. use the Food Authority's Biosecurity and Food Safety Customer Portal (BFS portal) system to issue NSW FSS Certificates to competent students
- h. issue the NSW FSS Certificate within 10 working days of assessing the student as competent for the prescribed FSS units
- i. not subcontract any training conducted for the purposes of issuing a NSW FSS Certificate to any non-approved RTO, or to a trainer that has not been accepted for your RTO by the Food Authority
- j. in compliance with privacy laws, notify enrolling students that personal information will be provided to the Food Authority
- k. limit class sizes to 30 students where face-to-face delivery of training for the purposes of issuing a NSW FSS Certificate is conducted
- l. store blank NSW FSS Certificate stationery in a secure location
- m. pay any amount due to the Food Authority under the NSW *Food Act 2003* by the specified time
- n. not produce training or advertising material that inaccurately represents the requirements of the NSW *Food Act 2003* and NSW Food Regulation 2025
- o. use any resource / material / information required by the Food Authority in training conducted for the purposes of issuing a NSW FSS Certificate. This includes compliance with any prescribed focus areas identified by the Food Authority as prerequisites to the issue of a NSW FSS Certificate.
- p. The Food Authority may conduct evaluations of RTO performance for quality assurance purposes. This may include:
 - i. attendance of Food Authority staff at one or more training sessions conducted by the RTO and/or
 - ii. request training and assessment materials.
- q. The Food Authority may refer complaints, information and related material to the Australian Skills Quality Authority (ASQA) or any other person or body the Food Authority considers having a legitimate interest in receiving it.

If approved, the RTO's approval will remain in force for 12 months from the date of approval.

Approved RTOs will be published on the Food Authority's website [approved training providers](#) register page.

More information

- Visit foodauthority.nsw.gov.au
- Contact the Food Authority helpline:
 - Email food.contact@dpird.nsw.gov.au
 - Phone 1300 552 406

© State of New South Wales through NSW Food Authority 2025. The information contained in this publication is based on knowledge and understanding at the time of writing [September 2025]. However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date and to check the currency of the information with the appropriate officer of the Food Authority or the user's independent adviser.
