



FOOD SAFETY SUPERVISOR COURSE

Unit Information

Nominal hours	7 hours plus completion of an assessment item in own time
Timetable information	As per course timetable available at www.qast.org.au
Prerequisite units	Nil

Course Description

This course is designed to provide participants advanced food safety knowledge and skills required to successfully oversee the food safety operations of a school based food service. Units covered in this course meet recognised competency standards for a **Food Safety Supervisor** in line with the current national food safety training agenda and the Queensland Government's *Food Safety Act 2006*.

Competency Units

SITXOHS002A (previously THHGHS01B) Follow workplace hygiene procedures
SITXFSA001A (previously THHBCC11B) Implement food safety procedures

*Please note SITXOHS002A is a pre requisite unit for completion of SITXFSA001A.

Completion of these competency units contribute towards SIT31007 Certificate III of Hospitality (Catering Operations). Further details of these competency units and this qualification can be located at www.ntis.gov.au

Learning Outcomes

On completion of this unit you should be able to demonstrate competency in the areas of food safety and hygiene to ensure that food produced for human consumption is safe and suitable. This will involve being able to:

1. Demonstrate knowledge to ensure observation of food safety policies and procedures.
2. Demonstrate knowledge sufficient to identify food safety hazards and to take preventative measures.
3. Identify responsibilities of food handlers in a school food service facility.
4. Demonstrate knowledge sufficient to ensure safe and hygienic practice in a school food service facility.
5. Demonstrate correct use of equipment used to ensure food is prepared safely and suitable for human consumption.
6. Demonstrate ability to implement a food safety program in a school food service facility.
7. Demonstrate an organised and ethical approach to work as a food safety supervisor.

Unit Program

1. Introduction to Food Safety
2. Food Contamination Hazards and Prevention
3. Personal Hygiene and Responsibilities for Food Handlers
4. Safe Food Handling Procedures
5. Food Safety Programs

Course Delivery Methods

Participants will attend training room lectures and participate in group workshop activities. Attendance to all sessions is an integral part of this course.

Students with specific needs or to enquire about learning support services should contact QAST. Learning supports available through the Association include mentoring, tutorial support (via telephone, email or networking opportunities), IT support and career guidance. Depending on the client's needs and the Association's capacity to adequately address those needs, external support or expertise may also be arranged to assist with disability support and course delivery to Indigenous learners. Throughout all aspects of this course sensitivity to and an understanding of cultural, disability and gender related issues will be demonstrated as appropriate.

During the course students should discuss their progress in all coursework exercises (including those which form part of progressive assessment) with the trainer or assessor, and can expect to be provided with a clear indication of the extent to which they have or have not achieved the objectives set for each competency unit.

Assessment

Progressive assessment including short answer questions, multiple choice questions and practical skill observation checklists. This assessment relates to objectives 1-7. 80% weighting

Final assessment by completion of a workplace based activity (approximately 2-4 hours), due within the agreed timeframe negotiated during the course with the trainer. This must be completed by the learner. This assessment relates to objective 6. 20% weighting

Students must retain a full copy of assessment materials that are forwarded after the course in the event that this material is lost or destroyed.

Recognition of Prior Learning

Student's current skills and experience may be recognized through the Recognition of Prior Learning (RPL) process. Students can apply for RPL for a whole unit of

competency based on any combination of formal or informal training and education, work experience or general life experience. To apply for Recognition of Prior Learning students will need to complete the RPL request form available from QAST and provide any requested supporting evidence. This evidence may include any combination of assessment where no training is involved, an interview, written and practical assessment tasks or presentation of a portfolio of work authenticated by an employer or from previous study. Outcomes from the RPL assessment process may be appealed as per the complaints and appeals policy outlined in this document.

Award

A Statement of Attainment listing competency units attained will be issued upon satisfactory completion of all assessment items and specified competencies.

Resources

All relevant materials required will be provided to students on attending the course. Students will need access to a fully equipped food preparation workplace such as a canteen, tuckshop or commercial kitchen to complete assessment activities.

Fees and Charges*

Food Safety Supervisor Course fees (includes 10% administration fee)

QAST members	\$147
Non members	\$187

Recognition of prior learning assessment fee (includes 10% administration fee)

QAST members	\$147
Non members	\$187

QAST Membership fee (non compulsory) \$77

*All fees include GST.

Refunds Policy

An initial non-refundable administration fee of 10% will apply to all courses, payable two weeks before course commencement.

If a refund is requested seven days before the course commences, a full refund will be given. If a refund is requested between seven days of course commencement and the day of commencement, 100% of the course fee will be refunded, minus the administration fee.

If a student wishes to change enrolment to another course delivered by the Association, the fees paid will be transferable to the new course. A second administration fee of 10% may be charged.

Once training has commenced in the course, no refund is available to participants who leave before finalising the course unless the student can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis, minus the administrative fee. However, should participants wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards that course within six months of initial payment. A student should request an "application for refund form" from the administration office.

Should QAST cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/ future course. In this event, students will be given their preferred option.

Protection of Fees Paid in Advance

All monies received will be placed in a separate account and not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students. QAST agrees, that once enrolment for a particular course is accepted, that this organisation will complete delivery of the course, or arrange for the student to complete the training at another nearby RTO with minimal disruption to the student.

Privacy Policy

The Queensland Association of School Tuckshops is committed to protecting and upholding the rights of our clients to privacy in the way we collect, store and use information about them, their needs and the services we provide to them. We want our clients to have confidence that we take these responsibilities seriously. We manage our obligations in relation to protecting the privacy of our clients by making sure that we meet the requirements of relevant legislation:

Manner and purpose of collection of personal information

QAST will not collect personal information for inclusion in our records that is not directly relevant to the service we provide to our clients. The information collected will be directly related to that purpose.

Solicitation of personal information from Clients

Personal information shall only be collected for inclusion in our records and our clients will be informed of the purpose of the information being collected.

Storage and security of personal information

The Administrative Officer in control of records that contain personal information shall ensure:

- (a) that the record is protected by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
- (b) that if it is necessary for the record to be given to a person in connection with the a service we provide to our clients the Administrative Officer shall take every reasonable action to prevent unauthorised use or disclosure of information contained in the record.

Access to records containing personal information

When the Association has possession or control of a record that contains personal information, the individual concerned shall be entitled to have access to that record, except to the extent that the record-keeper is required or authorised to refuse to provide the individual with access to that record under the applicable provisions of any law of the Commonwealth that provides for access by persons to documents.

Alteration of records containing personal information

The Administrative Officer who has possession or control of a record that contains personal information shall take all necessary steps to any appropriate corrections, deletions and additions as are accurate.

Accuracy of personal information before use

The Administrative Officer who has possession or control of a record that contains personal information shall not use information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.

Personal information to be used only for relevant purposes

The Administrative Officer who has possession or control of a record that contains personal information shall not use the information except for a purpose to which the information is relevant.

Limits on use of personal information

1. The Administrative Officer who has possession or control of a record that contains personal information that was obtained for a particular purpose shall not use the information for any other purpose unless:

- (a) the individual concerned has consented to use of the information for that other purpose;
- (b) the Administrative Officer believes on reasonable grounds that use of the information for that other purpose is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person;
- (c) use of the information for that other purpose is required or authorised by or under law;
- (d) use of the information for that other purpose is reasonably necessary for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue; or
- (e) the purpose for which the information is used is directly related to the purpose for which the information was obtained.

2. Where personal information is used for enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, the record-keeper shall include in the record containing that information a note of that use.

Limits on disclosure of personal information

1. The Administrative Officer who has possession or control of a record that contains personal information shall not disclose the information to a person, body or agency (other than the individual concerned) unless:

- (a) the individual concerned is reasonably likely to have been aware, or made aware under Principle 2, that information of that kind is usually passed to that person, body or agency;
- (b) the individual concerned has consented to the disclosure;
- (c) the record-keeper believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- (d) the disclosure is required or authorised by or under law; or

(e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

2. Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

3. A person, body or agency to whom personal information is disclosed under clause 1 of this Principle shall not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

4. In protecting the privacy of our clients, we ensure they are well informed about their rights and that we take our responsibilities seriously:

- QAST's Privacy Policy is outlined in this Course Outline which is provided to clients prior to the commencement of their course.

5. Protecting the Privacy of Clients

- Electronic Client records are password protected and only authorised QAST personnel have access to the passwords.
- Paper based records are kept in a locked filing cabinet within QAST's administrative office. The room is locked whenever QAST staff are not present.
- Private meeting rooms are available for the purpose of private telephone calls and private one-on-one meetings with Clients to ensure their privacy is maintained

Accessing Student Records

Students have the right to access their records, request that a record be amended and to request a replacement Statement of Attainment or qualification. In order to maintain client confidentiality all requests to access student records must be received in writing together with proof of identity. In the event of a third party requesting records on behalf of a student, this must be also accompanied by a signed letter of consent from the student together with the student's proof of identity. All student requests for access to their records will be responded to by a QAST staff member within five working days. To obtain a Client Record Request Form visit www.qast.org.au or contact QAST administration on 07 3324 1511.

Complaints and Appeals

Any student has the right to lodge a complaint or appeal a decision made by the Association. They should also expect their complaint or appeal to be managed fairly, effectively and efficiently. Appeals to decisions must be lodged within the Association's appeal period of six months. Complaints may be lodged at any time.

Clients may make a complaint or appeal by:

1. Contacting the Association and making the complaint or requesting an appeal verbally or in writing in the first instance. The complaint or appeal will be registered in a complaint database filed within the QAST database. A complaint officer, who is not the subject of or directly related to the complaint or appeal, will be appointed and this person will be responsible for ensuring that the complaint is made in writing on a standard complaint or appeal form and signed by the complainant. This officer is also to inform the client of the complaints and appeals process and to be a primary contact for the client to access information on the progress of their complaint or appeal and any outcomes to date.
2. Requesting in writing that the matter be referred to a member of the Association's Quality Sub-committee in the event that a client is not satisfied with the outcomes of the initial complaints and appeals process.
3. Contacting the Queensland Department of Education, Training and the Arts or the National Training Complaints Hotline on 1800 000 674 at any time or should they feel the Association has not handled their complaint in a fair, effective or efficient manner.

Risk Assessment Statement

As noted above, assessment for this unit will involve a workplace based activity. Students should make themselves aware of and abide by the health and safety requirements of the workplace and are expected to undergo any induction or other training provided in the workplace for employees or visitors to the workplace as appropriate.