



Course Guide

SIR30216 Certificate III in Retail (Release 4)

MyLearning Supported Pathway
'Standard' Qualification Program'

(All enrolments except NSW School-Based Trainees)

This Course Guide is designed to provide the initial course information and overview for you to explore the program in further detail.

Course Details

SIR30216 Certificate III in Retail *Release 4*

Currency

Current

Course Description

This qualification reflects the role of McDonald's Australia employees who have the primary responsibility of engaging the customer, maintaining daily store operations and delivering on organisational expectations.

The expectations are that they have sound knowledge of product and service offerings. These individuals possess a range of well-developed skills where discretion and judgement is required. They work with some independence under limited supervision.

On completion of this qualification employees are able to perform various crew roles.

Target Participants

McDonald's Australia RTO participant target group for this course is all crew employees in McDonald's Australia restaurants nationally, who may be undertaking the course via a recognition pathway or a learning and assessment pathway, with the exception of NSW School-Based Trainees.

Please refer to the separate Course Guide for the delivery of this qualification to NSW School-Based Trainees if relevant.

Participants may be undertaking the course under traineeship arrangements, including school-based traineeship arrangements.

Participants may have previously completed a SIR20216 Certificate II in Retail Services qualification and be receiving credit transfer for relevant overlapping units of competency.

Managing Workplace Health and Safety Risks

When undertaking training and assessment, the Restaurant Workplace Supervisor and participant must adhere to all McDonald's Australia Limited policies and procedures outlined on [Workplace](#).

Licensing Requirements

While several food safety units of competency are completed within this qualification, no licensing requirements apply to this course. Please refer to the Course Guide for the Food Safety Supervision Skill set for detailed information on Food Safety Supervisor arrangements.

In completing this qualification you have met the Learning and Assessment requirements for Food Safety in your state.

****In NSW you will also receive your NSW Food Authority Certificate - this will support you to apply for a Food Safety Supervisor position.**

Entry Requirements

There are no entry requirements for this qualification.

Admission Requirements

McDonald's Australia Limited is an equal opportunity employer. Individuals with disabilities are encouraged to apply for training.

The following McDonald's Australia RTO admission requirements apply.

Participants must:

- Be a minimum of 18 years of age; *or*
- Be a minimum of 17 years of age and have provided *verified* parent / legal guardian consent; *or*
- Be a minimum of 15 years of age, *and*:
 - have provided verified parent / legal guardian consent; *and*
 - be continuing school studies, or complete the 'exceptional circumstances' admissions process; *and*
 - be undertaking Years 10, 11 or 12 schooling or complete the 'exceptional circumstances' admissions process; *and*

- be engaged on National Training Contract (traineeship arrangements); *and*
- be engaged for no more than 25 hours per week; *and*
- be engaged only in hours of work not conflicting with school times; *and*
- Be employed in a McDonald's Australia restaurant in a crew or higher position; *and*
- Have language, literacy and numeracy skills equivalent to Australian Core Skills Framework (ACSF) Level 2.

It is noted that in all cases of School Based Traineeships, involvement of and approval of the individual's school is required.

Being a workplace supported program where participants are employed within a McDonald's Australia restaurant, all individuals have already demonstrated general digital literacy skills suitable to operate within their role and physical attributes necessary to ensure their ability to complete course requirements.

McDonald's Australia has specified that all participants seeking recognition of existing skills must have a minimum of 1,000 hours industry experience within a McDonald's Australia restaurant environment before the workplace will support applications for recognition.

The following additional admission requirements also apply for specific jurisdictional requirements:

<i>Jurisdiction</i>	<i>Admission Requirements</i>
ACT	No additional admission requirements.
NSW	No additional admission requirements. For NSW School Based Apprenticeships, please refer to the separate Course Guide.
QLD	School Based Apprenticeships – have completed year 9. Part Time trainees must have completed year 10.
NT	No additional admission requirements.
SA	School Based Apprenticeships – have completed year 9.
TAS	School Based Apprenticeships – have completed year 9.
VIC	No additional admission requirements.
WA	School Based Apprenticeships – must be enrolled in the Western Australian Certificate of Education (WACE).

Employment Requirements

Where a participant enrolled in this qualification loses their employment and access to a McDonald's Australia restaurant environment for services delivery, the following arrangements apply:

- Training can continue for up to three (3) months at the participant's request.
- Participants are able to request an up to three-month deferment of their course program while alternate employment is sought in an alternate McDonald's Australia restaurant.
- Once participants find suitable employment in an alternate McDonald's Australia restaurant allowing study via a workplace supported pathway to continue, course delivery can resume. This may or may not include the establishment or re-establishment of National Training Contract (Australian Apprenticeships - Traineeship arrangement).
- If a participant is unable to obtain suitable employment after this three-month period, the participant's course enrolment will be automatically withdrawn. In this situation, relevant units of competency achieved will be provided via a Statement of Attainment and relevant refund arrangements implemented.
- At any stage after employment ceases the participant may withdraw from their course enrolment. In this situation, relevant units of competency achieved will be provided via a Statement of Attainment and relevant refund arrangements implemented.

Participant Identification Requirements

Minimum identification requirements that must be met prior to enrolment are:

- The provision of the participant's Unique Student Identifier (USI); and
- Valid photo identification (for assessment purposes).

Additional participant identification documentation may be required in various State or Territory jurisdictions for the purposes of government program eligibility assessments.

Course Fees

McDonald's Australia RTO course fees for this program vary on a State & Territory basis. Please refer to the McDonald's Australia RTO Fees Schedule at <https://careers.mcdonalds.com.au/training> for further information.

Course fees for this qualification are levied direct to the restaurant employing the participant.

Funding Information

State/Territory	Funding Information
ACT	<p>User Choice</p> <p>The User Choice Co-contribution fee is paid by the Employer on behalf of the participant by Electronic Funds Transfer (EFT).</p> <p>Students who successfully complete their funded qualification are eligible for a completion payment. A completion payment will be paid directly to the student upon completion of the qualification and a survey. The completion payment is \$300 for each qualification. Students will be eligible to receive the completion payment for up to one (1) year after the date deemed competent, provided up to date email and bank account details are confirmed.</p> <p>An Australian Apprentice in an ACT unfunded or fee-for-service training contract is not eligible for a completion payment.</p> <p>A student is not eligible for a completion payment where more than 50% of the units are completed through RPL and/or credit transfer (refer Completion Arrangements).</p>
NSW	<p>NSW Smart & Skilled</p> <p><i>This training is subsidised by the NSW Government</i></p> <p>NSW Smart & Skilled - https://smartandskilled.nsw.gov.au/ - 1300 772 104</p>
QLD	<p>User Choice</p> <p>This training is funded by the Queensland Government under the User Choice 2022-23 Policy.</p> <p>Certificate 3 Guarantee</p> <p>This training is funded by the Queensland Government under the Certificate 3 Guarantee Program Policy 2022-23.</p>  <p>Proud to be a Queensland Government subsidised training provider</p>
NT	-
SA	<p>Participant Eligibility Criteria apply.</p> 
TAS	Training is subsidised by the Department of State Growth, Tasmania.
VIC	The student tuition fees as published are subject to change given individual circumstances at enrolment
WA	<p>The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.</p>   

Pathways for Participants

Training Pathways

Participants may enter this qualification via direct entry or via completion of a prior Certificate II in Retail Services.

After achieving this qualification, participants may undertake a further Certificate IV or higher qualification in retail or management related fields. This may include generic, technical or supervisory course streams, regardless of whether McDonald's Australia RTO offers the qualifications.

Employment Pathways

This qualification provides a pathway to work in a diverse range of retail settings including specialty retailers, supermarkets, department stores and quick service restaurants.

Employment pathways for this course include:

- Customer Service Assistant (Department store);
- Customer Service Assistant (General);
- Retail Supervisor;
- Sales Counter Assistant (Wholesaler); and
- Sales Representative; and Team Leader (Supermarket).

Credit Arrangements

There are no fixed credit agreements in place with any other institution for participants completing this qualification.

Course Requirements – Packaging Rules, Core & Elective Units

The qualification requires 13 units to be completed:

- 8 core units; and
- 5 elective units, consisting of:
 - 3 units from the qualification packaging rules specified electives list; and
 - A further 2 units from the qualification packaging rules specified electives list, or up to 2 units may be selected from elsewhere in SIR Retail Services Training Package, or any other current Training Package or accredited course.

The selection of mandatory electives as listed below has been guided by the job outcome sought, local industry requirements and the complexity of skills appropriate to the Australian Qualifications Framework (AQF) level of this qualification.

Core Units

<i>Unit code & name</i>	<i>Pre-requisite / Co-requisite</i>
SIRXCEG001 Engage the customer	Nil
SIRXCEG002 Assist with customer difficulties	Nil
SIRXCEG003 Build customer relationships and loyalty	Nil
SIRXCOM002 Work effectively in a team	Nil
SIRXIND001 Work effectively in a service environment	Nil
SIRXRSK001 Identify and respond to security risks	Nil
SIRXSLS001 Sell to the retail customer	Nil
SIRXWHS002 Contribute to workplace health and safety	Nil

Elective Units (Set)

<i>Unit code & name</i>	<i>Pre-requisite / Co-requisite</i>
SIRXIND003 Organise personal work requirements	Nil
SIRXCEG008 Manage disrespectful, aggressive or abusive customers	Nil
SIRXCOM003 Promote team cohesion	Nil
SITXFSA005 Use hygienic practices for food safety*	Nil
SITXFSA006 Participate in safe food handling practices*	Nil

* Imported unit from the SIT Tourism, Travel & Hospitality Training Package.

The elective unit options listed represent the only approved elective unit options offered. This is a reduced list from the qualification packaging rules specified electives list.

Clustered Delivery

Units of competency are clustered and structured into key topics for delivery of this qualification program as outlined in the table below.

<i>Topic</i>	<i>Clustered Units of Competency</i>
<i>Working Effectively</i>	SIRXIND001 Work effectively in a service environment SIRXIND003 Organise personal work requirements
<i>Safety & Security</i>	SIRXWHS002 Contribute to workplace health and safety SIRXRSK001 Identify and respond to security risks
<i>Teamwork</i>	SIRXCOM002 Work effectively in a team SIRXCOM003 Promote team cohesion
<i>Engaging with Customers</i>	SIRXCEG001 Engage the customer SIRXSLS001 Sell to the retail customer SIRXCEG003 Build customer relationships and loyalty
<i>Managing Customers</i>	SIRXCEG002 Assist with customer difficulties SIRXCEG008 Manage disrespectful, aggressive or abusive customers
<i>Food Safety</i>	SITXFSA005 Use hygienic practices for food safety SITXFSA006 Participate in safe food handling practices

Course Duration

This qualification is delivered over a range of course durations, depending on the needs and characteristics of the participant study pathway.

This qualification is delivered over standard course (nominal) duration of:

- Full time employee -12 months; or
- Part time employee - 18 months.

For participants under National Training Contract (Australian Apprenticeships - Traineeship) arrangements, the following State & Territory jurisdictional durations apply:

<i>Jurisdiction</i>	<i>Australian Apprenticeships - Traineeship Durations</i>
ACT	24 months for full-time employees 36 months for part-time employees
NSW	24 months for full-time employees 36 months for part-time employees For NSW School Based Apprenticeships, please refer to the separate Course Guide.

<i>Jurisdiction</i>	<i>Australian Apprenticeships - Traineeship Durations</i>
NT	24 months for full-time employees 36 months for part-time employees
QLD	24 months for full-time employees 36 months for part-time employees 36 months for School-Based employees
SA	12 months for full-time employees 30 months for part-time employees 46 months for School-Based part-time employees
TAS	18 months for full-time employees 27 months for part-time employees
VIC	24 months for full-time employees 48 months for part-time employees 48 months for School-Based employees
WA	12 months for full-time employees 18 months for part-time employees

Participants may complete the program earlier than these timelines through achievement of RPL, credit transfer or competency-based progression through the course.

RPL / Credit Transfer

McDonald's Australia RTO's *Participant Advice and Selection Policy* outlines in detail a process to be followed for granting Recognition of Prior Learning and Credit Transfer. RPL is supported with RPL resources available for all course units of competency. For more information on RPL and credit transfer options refer to McDonald's Australia RTO's *Participant Information Booklet*.

Course Delivery Approach

The delivery mode for this qualification is workplace-based delivery.

The delivery environment for this qualification is at the participant's worksite being a McDonald's Australia restaurant.

Course Topics

The course has been structured with a set logical sequencing of clustered topics and units of competency as per the table below. This sequencing reflects McDonald's Australia enterprise and industry needs and expectations.

Working Effectively - 7 weeks (<i>Full Time - Pro rata Part Time</i>)
Safety & Security - 7 weeks (<i>Full Time - Pro rata Part Time</i>)
Teamwork - 8 weeks (<i>Full Time - Pro rata Part Time</i>)
Engaging with Customers - 9 weeks (<i>Full Time - Pro rata Part Time</i>)
Managing Customers - 9 weeks (<i>Full Time - Pro rata Part Time</i>)
Food Safety - 12 weeks (<i>Full Time - Pro rata Part Time</i>)

The main delivery approaches used are:

- Structured training webinar workshops;
- Workplace-based delivery;
- Structured digital training; and
- On-the-job supervised learning.

McDonald's Australia RTO maintains a 'Trainer to Participant' ratio of 1:110 maximum.

McDonald's Australia RTO Trainer and Assessors facilitate and document individualised program structures with participants, utilising the McDonald's Australia RTO *Training Plan* and *Training Record Book*. Each participant's Training Plan is established within 30 days of enrolment and is reviewed and maintained with any updates occurring as needed and at least once in each calendar quarter.

At the commencement of each Topic Cluster, a structured training webinar group workshop is undertaken. Where required for restaurant or participant needs, this webinar workshop may be conducted on an individual basis.

Participants are visited at their restaurant worksite by McDonald's Australia RTO Trainer and Assessors at set intervals during the course, in line with the course schedule, with visits occurring on at least a quarterly basis.

A minimum of 6 and up to 16 workplace visits occur, in addition to the initial Orientation session, with each participant, with volume of visits depending on their course duration.

During these worksite visits, participants are engaged with McDonald's Australia RTO Trainer and Assessors for:

- Review of structured training activities;
- Individualised support / training activities as needed;
- General progress monitoring and review of informal learning activities undertaken, including with the participant's Restaurant Workplace Supervisor; and
- Assessment activities.

Worksite visits typically range from 30 minutes to 2 hours or more in duration per participant depending on the stage of the course program the participant is up to and the tasks being completed on any particular visit.

Worksite sessions occur at times and locations negotiated with the restaurant, participant and RTO Trainer and Assessor using the *Visit Schedule* within the *Training Record Book*.

Variance in study schedules is dependent on Australian Apprenticeships National Training Contract duration. Individual participant study schedules are confirmed in the individual's *Training Plan* and *Training Record Book*.

Restaurant Workplace Supervisor Support

As a workplace-based course program, the participant's Restaurant Workplace Supervisor acts as a key informal training and learning support. Working directly with Restaurant Workplace Supervisors allows McDonald's Australia RTO to ensure that each participant is achieving the real world, workplace-based skills and knowledge required to achieve competency during the course.

The Restaurant Workplace Supervisor for each participant is a direct line manager of the participant, works directly with the participant on a regular basis and holds industry expertise to at least the level of Certificate III in Retail.

The role of the participant's Restaurant Workplace Supervisor includes:

- Providing opportunities for the participant to develop knowledge and skills;
- Participating in the development of the training plan;
- Providing access to facilities and expertise to assist in the informal learning and training of the participant in course requirements (this may include on-the-job informal training, supervision or supporting withdrawal release time for off-the-job training);
- Ensuring that a record of on-the-job informal training is maintained within the participant's *Training Record Book*; and
- Participating in some assessment approaches, under the direction of the McDonald's Australia RTO Trainer and Assessor, such as the completion of Restaurant Workplace Supervisor Reports on the participant's performance.
- Training Plan and progress records are updated and confirmed at least once in each calendar quarter for the duration of the course.

Work Placement Arrangements

As all participants are McDonald's Australia restaurant employees, no work placement arrangements are applicable to this course program.

Indicative Study Requirements

Standard Course Duration	In addition to work shift requirements, full -time participants should expect to undertake on average 3 hours formal and informal study per week (11 hours on average per unit) for the standard duration of the course.
Australian Apprenticeships - Traineeship	<p>All participants enrolled receive supported withdrawal time from routine work duties for training activities.</p> <p>Participants should expect to undertake on average 1 - 3 hours per week depending on National Training Contract duration, averaged over a four-week cycle.</p> <p>Please refer to the relevant study & visit schedules in the Course Schedule in Appendix A for further information.</p>

Educational & Support Services

The design and content of this course supports equitable access and progression for all learners. McDonald's Australia RTO:

- Has ensured that training and assessment processes and methods do not disadvantage individual learners; and
- Determines the needs of individual learners and provides access to any educational and support services necessary.

McDonald's Australia RTO's *Training Plan* is completed with all clients prior to enrolment to identify any individual need, resource requirements, delivery unit schedule and support options for clients.

Participants are asked to identify their individual needs but are sometimes reluctant to do so. McDonald's Australia RTO Trainer and Assessors monitor the progress of all participants and their readiness for assessment as they progress through their course.

A range of support services is available. Please refer to McDonald's Australia RTO's *Access & Equity Policy* for further information.

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Infrastructure, Equipment & Physical Resources

McDonald's Australia has reviewed the equipment and facility requirements for each unit of competency, by conducting an analysis at a unit of competency level to ensure resource requirements are identified are addressed, and guarantees that it has access to all equipment required to fully implement the program as each participant is enrolled.

Technology Requirements

Supported Operating Systems

- Windows 8.1 and later
- Mac OS X 10.14 and later

Supported Browsers

- Chrome latest version (32-bit/64-bit)
- Edge Chromium latest version
- Safari 13.1 and later

Minimum System Requirements

- Intel Dual-Core CPU or equivalent processor
- 4 GB RAM
- 3GB of available disk space
- Speakers and a microphone - Built-in or USB plug-in or wireless Bluetooth
- A webcam, HD webcam, or mobile cam - Built-in or USB plug-in
- JavaScript and cookies enabled on browsers
- Java isn't required for Mozilla Firefox and Google Chrome users.
- An internet connection – speed equivalent to NBN or greater

Learning & Assessment Resources

All McDonald's Australia RTO Trainer and Assessors involved in the delivery of this course have direct access to the current version of all training and assessment resources as listed.

The following resources are available and used in services delivery for this course:

- *Cluster Topic Digital Learning via 'myLearning'* covering Units of Competency.
- *Training Record Book.*
- *Evidence Portfolios (Assessment and Recognition) & Assessor Guides via 'Cloud Assess.'*

Assessment Arrangements

All assessments take place within the McDonald's Australia restaurant environment, where workplace application of all competencies can be observed by the McDonald's Australia RTO Trainer and Assessor. For on-the-job assessment observations, the Assessor organises to visit the participant on-site at a mutually convenient time.

At all times, the assessment approaches maintain compliance with McDonald's Australia RTO's *Assessment Services Policy*.

For each unit of competency (and each element within the unit), a range of evidence is collected as per the evidence gathering techniques below. It is a requirement that all assessments maintain multiple types of appropriate evidence to verify the participant's competence for each element within a unit, which address the performance criteria requirements of the elements. At least one of these evidence pieces should be a form of direct evidence (it should be noted that evidence pieces may overlap elements and units within the course).

All assessment tools are aligned directly with the course units of competency in the following ways:

- Meeting Element & Performance Criteria requirements;
- Covering the unit Range of Conditions and Foundation Skills as relevant;
- Covering all Knowledge Evidence and Performance Evidence; and
- Covering Assessment Conditions as listed in each individual unit of competency.

All specific resources for each unit of competency are listed within McDonald's Australia RTO's *Evidence Portfolio* for each unit of competency and/or unit cluster. Information within each portfolio includes:

- Specific assessment resources required;
- Assessment methods available to be used;
- Plan for and timing of assessment; and
- Any reasonable adjustments that may be needed to cater for different participant characteristics.

All participants have three assessment attempts for each assessment task (initial attempt plus two re-submissions). After the first three attempts, further attempts may be granted by the Assessor and a note will be made in the 'feedback to participant' section in the assessment task, detailing the reason for an additional attempt. McDonald's Australia RTO ensures participants are aware of this policy prior to enrolment.

Assessors, when deeming a participant competent, must have judged evidence collected to also have met the requirement of the *Dimensions of Competency* and be certain that the participant can consistently apply and transfer the skills and knowledge covered into new work situations.

Reasonable Adjustment

There may be times and situations in which a participant may require 'reasonable adjustment' of the training and assessment methods implemented by McDonald's Australia RTO to meet their specific individual needs. These individual participant needs may include (but not limited to):

- Disability;
- Temporary or permanent injury (i.e. back injury, broken leg/arm); or
- Sight or hearing impairments.

Reasonable adjustments to the way in which evidence of performance is gathered (e.g. in terms of the information to be provided to the candidate and the type of evidence to be collected from the candidate) can only occur where the adjustments do not alter the expected performance standards for learning and assessment.

The reasonable adjustments to the training and assessment process may include a variety of modifications to the methods of delivery and assessment to assist the participant undertake the course. The adjustments may include actions such as:

- Assistance in the form of the training location to allow easier access; and
- Accessing relevant equipment or aids to assist the participant adjustments to the assessment methods to cater for any special needs (without effecting the integrity of the outcome).

Unit Outlines

SIRXCEG001 Engage the customer

This unit describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

SIRXCEG002 Assist with customer difficulties

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

SIRXCEG003 Build customer relationships and loyalty

This unit describes the performance outcomes, skills and knowledge required to build customer relationships and foster customer loyalty.

SIRXCOM002 Work effectively in a team

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

SIRXIND001 Work effectively in a service environment

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

SIRXRSK001 Identify and respond to security risks

This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.

SIRXSLS001 Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

SIRXWHS002 Contribute to workplace health and safety

This unit describes the performance outcomes, skills and knowledge required to follow organisational policies and procedures for safe work practice. The unit incorporates the requirement for all employees under state and territory Work Health and Safety (WHS) legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace.

SIRXIND003 Organise personal work requirements

This unit describes the performance outcomes, skills and knowledge required to organise and prioritise individual work requirements. It requires the ability to identify tasks for completion, complete tasks according to workplace requirements and respond to changes in personal work requirements.

SIRXCEG008 Manage disrespectful, aggressive or abusive customers

This unit describes the performance outcomes, skills and knowledge required to appropriately and safely manage customers who are disrespectful, aggressive or abusive.

It applies to individuals working in customer service roles in a diverse range of industry sectors and business contexts. They may operate independently or under supervision and guidance from others, and within established organisational policies and procedures. It predominantly applies to retail industry work environments with high levels of customer contact.

SIRXCOM003 Promote team cohesion

This unit describes the performance outcomes, skills and knowledge required to create a team and workplace culture that supports the achievement of organisational goals and objectives.

SITXFSA005 Use hygienic practices for food safety

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas

It applies to food handlers who directly handle food or food contact surfaces such as cutlery, plates and bowls during the course of their daily work activities.

SITXFSA006 Participate in safe food handling practices

This unit describes the performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation areas.

Safe food handling practices are based on an organisation's individual food safety program. The program would normally be based on the hazard analysis and critical control points (HACCP) method, but this unit can apply to other food safety systems.

It applies to food handlers who directly handle food during the course of their daily work activities. This includes cooks, chefs, caterers, kitchen hands and food and beverage attendants.