

Frequently asked questions

Food Safety Management Tools (Standard 3.2.2A)

Background and implementation

What is Food Safety Standard 3.2.2A?

Food Safety Standard 3.2.2A – Food Safety Management Tools (called the Standard through this document) came into effect on 8 December 2022 and introduced new requirements for all food service, catering, and retail businesses that handle unpackaged, ready-to-eat, potentially hazardous foods.

Why was the Standard made?

In June 2018, the Australia and New Zealand Ministerial Forum on Food Regulation found the highest proportion of foodborne illness outbreaks in Australia were from food service and retail businesses.

Food Standards Australia New Zealand (FSANZ) developed and approved Standard 3.2.2A to make sure all food handlers have food safety skills and knowledge and skills to keep food handling safe.

What is different from Standard 3.2.2?

The new Standard builds on Standard 3.2.2, and introduces new requirements for food service, catering, and some retail businesses that handle unpackaged, ready-to-eat, potentially hazardous foods. The new requirements may require businesses to implement three new tools, including food handler training, food safety supervisor and demonstrating food is safe, depending on the business category.

When do businesses need to implement the tools?

The new Standard became law on 8 December 2022 and has a 12-month transition period for businesses to comply. This means all affected businesses should implement the requirements before 8 December 2023.

Who does the Standard apply to?

The Standard applies to all food service, catering, and retail businesses that handle unpackaged, ready-to-eat, and potentially hazardous foods.

Businesses impacted

Does the new standard apply to my business?

The Standard applies to food business who are defined as a category one or category two business.

What is a category one business?

Category one businesses have unpackaged potentially hazardous food and make it into ready-to-eat food that is served to customers or other businesses. These include places that make and serve unpackaged food, such as restaurants, bakeries, caterers, cafes, and fast-food outlets. It also includes hospitals, childcare centres, aged care facilities and delivered meal organisations. Examples of some of the food made by these businesses include salads, sandwiches, curries, pizza, sushi, meat dishes, pastas, and soups.

What tools do category one businesses need to introduce?

Category one businesses must implement all three tools. This includes the food handler tool, the food safety supervisor tool and the substantiation of prescribed provisions tool.



What is a category two business?

Category two businesses sell ready-to-eat food that has arrived unpackaged or was unpackaged by the business, and is not made by the business. Examples of these businesses include delis, markets stalls, supermarkets, service stations, convenience stores, seafood retailers and butchers.

What tools do category two businesses need to introduce?

Category one businesses must implement only two tools. These include the food handler training and food safety supervisor tools.

Will there be a cost to my business?

Yes. Some investment will likely be needed so businesses meet the Standard 3.2.2A. This may include:

- > providing time for food handlers to complete a food safety training course and/or making sure they have the appropriate skills and knowledge
- > paying for a food handler to complete food safety supervisor certification, or employing a certified food safety supervisor
- > developing training on processes, records, or making sure there are other ways to show that critical controls are monitored and managed.

How will the new rules be monitored?

The new regulations will be monitored by councils' Environmental Health Officers (EHOs) or Food Safety Auditors during routine food safety inspections or audits. Extra inspections or audits will not be required.

Food safety management tools

What are the food safety management tools?

The Standard means food businesses may need to implement some or all of three new tools, the tools are:

- > Food handler training
 - Food handlers must do a food safety training course in or show that they understand safe handling of food, food contamination, cleaning and sanitising equipment, and personal hygiene.
- > Food safety supervisor
 - The business must have a qualified food safety supervisor who can give advice to staff members who make food and is reasonably available when handling food.
- > Demonstrating food is safe
 - The business must show they are undertaking safe food handling practices by demonstrating or keeping a record of important food safety controls, activities, and processes.

Food handler training tool

What is a food safety training course?

Food safety training courses must teach the topics below:

- > Safe food handling including temperature control measures for potentially hazardous food and the temperature danger zone.
- > Food contamination including how to keep raw and cooked food separate, food allergy management, food storage, and using separate utensils to stop food contamination.
- > Cleaning and sanitising workplace and equipment including correct procedures for, using food-grade chemicals, and/or using heat as a sanitiser.
- > Personal hygiene including obligations for sick employees, handwashing, uniforms and grooming of hair, nails, and skin.

Where can I access food safety training courses?

The free, online food safety training platform [DoFoodSafely](#) provides the required course content and is available in multiple languages. Once completed, food handlers will receive a certificate which they can show to business owners and authorised officers.

Food safety training courses can also be accessed through vocational training providers, internally developed training, or training from other food businesses where an employee worked previously.

How often is food safety training required?

There is no timeframe for training refreshers, but businesses need to ensure their food handlers have up to date food safety skills and knowledge. It is recommended that businesses schedule regular food safety training refreshers for their staff.

All food handlers must have completed a [food safety training course](#) or be able to demonstrate appropriate skills and knowledge before they undertake high risk food handling activities.

Do I need to keep a record of staff training?

As part of the Standard 3.2.2A it is recommended that businesses keep staff training records to easily demonstrate to officers they have met the requirements of the food handler training. If your business needs to comply with the requirements of Standard 3.3.1 then you will already be, and need to continue to, keep staff training records.

What certification does a food safety supervisor need?

To be eligible to be a food safety supervisor, food handlers must have completed at least one of the following skill sets within the last five years:

- > [Food Safety Supervision Skill Set](#)
- > [Handle food safely in a retail environment unit](#)

Food handlers may have already completed some of these units, which can be checked on the study transcript or with the training provider.

What courses offer the food safety supervisor units?

Current qualifications that contain the above skill sets/units includes:

Food Safety Supervision Skill Set

- > [Certificate III in Asian Cookery](#)
- > [Certificate IV in Asian Cookery](#)
- > [Certificate III in Catering](#)
- > [Certificate IV in Catering Management](#)
- > [Certificate II in Cookery](#)
- > [Certificate III in Commercial Cookery](#)
- > [Certificate IV in Kitchen Management](#)
- > [Certificate II in Hospitality](#)
- > [Certificate III in Hospitality](#)
- > [Certificate IV in Hospitality](#)
- > [Diploma of Hospitality Management](#)
- > [Advanced Diploma of Hospitality Management](#)
- > [Certificate III in Patisserie](#)
- > [Certificate IV in Patisserie](#)

Handle food safely in a retail environment unit

- > [Certificate IV in Artisan Fermented Products](#)
- > [Certificate III in Retail](#)
- > [Certificate IV in Food Science and Technology](#)
- > [Certificate II in Retail Services](#)

Where can I access food safety supervisor courses?

A list of training providers is available on the [New South Wales Food Authority website](#).

A list of Registered Training Organisations (RTOs) that offer courses with the required units is also available on the [training.gov.au website](#).

Does the food safety supervisor certificate expire?

Yes. The food safety supervisor certification must be renewed at least every five years. Some RTOs may offer recertification courses, otherwise the person will need to do the course again.

Substantiation of prescribed provisions tool

What are prescribed provisions?

The prescribed provisions are existing requirements in Standard 3.2.2 that relate to controls for temperature and processing of potentially hazardous foods, and cleaning and sanitising of food contact surfaces. Under Standard 3.2.2A businesses need to keep records or otherwise demonstrate to authorised officers that they are meeting these controls.

This requirement applies to category one businesses only.

What records do I need to keep?

Category one businesses must show:

- > food temperatures are controlled when it is delivered
- > food temperatures are controlled when it is stored
- > food temperatures are controlled when it is displayed
- > food temperatures are controlled when it is being transported
- > correct food processing controls are used (e.g. cooking temperatures)
- > the time food is out of temperature control during processing is minimised
- > food is cooled within the specified timeframe
- > food is reheated to the right temperature in the right timeframe
- > that food surfaces and equipment are cleaned and sanitised.

How can I demonstrate that I am doing these things?

A business can demonstrate or show that they are following the prescribed provisions by:

- > writing on templates
- > recording electronically
- > writing invoices
- > keeping photos or videos
- > having a written instruction sheet or procedures
- > walking and talking through the process with the food regulator.

If your business already complies with Standard 3.3.1, you will already be keeping records and should continue to do so.

More information

For more information, including resources, videos and more visit [SA Health Food Safety Management website](#)

For more information

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