



**Australian Government**

# **FDFFS3001A Monitor the implementation of quality and food safety programs**

**Revision Number: 2**

# FDFFS3001A Monitor the implementation of quality and food safety programs

## Modification History

November 2011: minor typographical error corrected.

## Unit Descriptor

<b>Unit descriptor</b>	This unit of competency covers the skills and knowledge required to provide a leadership role in supporting day-to-day implementation of the food safety/quality programs in a work area. It also involves supporting others to implement the requirements of the food safety/quality procedures.
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## Application of the Unit

<b>Application of the unit</b>	<p>This unit applies to those with formal responsibility for others, and to those required to model workplace policies and procedures but who have no formal management role.</p> <p>This unit is based on and equivalent to the guideline food safety unit GFSOFSA Oversee the day-to-day implementation of food safety in the workplace.</p> <p>Note that this unit does not apply to the pharmaceutical industry. Refer to FDFPH3001A Monitor and maintain Good Manufacturing Practice procedures.</p>
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## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

<b>Prerequisite units</b>		
	FDFFS2001A	Implement the food safety program and procedures

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<p>1. Ensure others in the work area are able to meet quality and food safety requirements</p>	<p>1.1. Hazard control and clothing and equipment appropriate to work requirements are available, functional and correctly fitted</p> <p>1.2. Information on food safety/quality responsibilities and procedures is current, accessible and communicated to others in the work area</p> <p>1.3. Information about identified hazards and the outcomes of risk assessment and risk control procedures is accessible and communicated to others in the work area</p> <p>1.4. Food safety/quality hazards and control measures used in the work area can be identified by those in the work area</p> <p>1.5. Mentoring and coaching support is available to support individuals/groups to implement quality and safe food handling procedures</p> <p>1.6. Training needs are identified and addressed within level of responsibility</p>
<p>2. Monitor observance of quality standards and food safety programs in the work area</p>	<p>2.1. Work procedures in the work area are clearly defined, documented and followed</p> <p>2.2. Deviation from identified procedures is identified, reported and addressed within level of responsibility</p> <p>2.3. Personal behaviour is consistent with workplace policies and procedures that support food safety and quality</p> <p>2.4. Food safety and/or quality hazards are identified and reported according to workplace procedures</p> <p>2.5. Food safety and quality information is recorded to meet workplace reporting requirements</p> <p>2.6. The work area is maintained according to housekeeping standards</p> <p>2.7. Work is conducted in accordance with workplace environmental guidelines</p>
<p>3. Take corrective action in response to quality and food safety non-compliance</p>	<p>3.1. Workplace procedures for responding to quality and food safety non-compliance are promptly implemented</p> <p>3.2. Hazardous events are investigated to identify cause</p> <p>3.3. Control measures to prevent recurrence and minimise risks of hazardous events are implemented</p>
<p>4. Maintain and</p>	<p>4.1. Processes or conditions which could result in a</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
improve quality and food safety in the work area	<p>breach of food safety procedures or quality specifications are identified, assessed, removed or and/reported within level of responsibility and according to workplace procedure</p> <p>4.2.Risk assessments are conducted and appropriate control measures are identified and implemented in the work area</p> <p>4.3.Recommendations arising from risk assessments are implemented within level of responsibility</p> <p>4.4.Inadequacies in control measures are identified and reported according to company reporting requirements</p> <p>4.5.Matters raised relating to quality/food safety are promptly resolved and/or referred to appropriate personnel</p> <p>4.6.The work group is consulted and advised of quality/food safety matters relevant to work role</p> <p>4.7.Opportunities for improving food safety and quality are identified and raised with relevant personnel</p> <p>4.8.Procedures are developed or revised to support effective control of quality and food safety hazards</p> <p>4.9.Quality/food safety records are reviewed to ensure they are complete and meet the quality system, food safety program and legal requirements</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

##### *Ability to:*

- access, interpret and communicate information about the food safety program, quality requirements and related procedures to others in the work area
- demonstrate two-way communication, including active listening and responding constructively to feedback
- provide access to and maintain current food safety/quality documentation
- model safe food handling and quality practices and procedures to achieve required outcomes, including demonstrating:
  - work procedures that meet the requirements of quality and food safety
  - cleaning and sanitising equipment
  - sampling and testing as appropriate according to quality and food safety requirements
  - maintaining personal hygiene
  - wearing appropriate clothing and footwear as required by the work task
  - following procedures when moving within and between work areas
  - reporting health conditions and illnesses according to workplace procedures
  - handling, cleaning and storing equipment, utensils and packaging materials as appropriate
- identify control points in the work area and demonstrate monitoring techniques used (control points include critical, quality and regulatory control points)
- support others to meet quality standards and follow food safety procedures by ensuring that all personnel in the work area receive the information required and have the necessary skills and equipment to carry out their responsibilities
- identify, report and/or address food safety/quality non-compliance in an appropriate and timely manner within level of responsibility
- determine when and how to make adjustments to maintain output within level of responsibility
- identify, report and/or address food safety/quality training and development needs of others in the work area
- ensure that appropriate and timely action is taken in response to non-compliance
- handle and dispose of out-of-specification or contaminated food, waste and recyclable material according to food safety program as this requirement relates to own work responsibility
- participate in investigations of non-compliance and risk assessment processes
- participate in consultation processes to improve quality and food safety outcomes in the workplace

**REQUIRED SKILLS AND KNOWLEDGE**

- review practice and procedures to implement recommendations arising from risk assessments and/or improvement proposals within level of responsibility, such as collecting and analysing food safety/quality records, reviewing operating procedures and communicating changes to others in the work area
- ensure that housekeeping standards are maintained and that equipment is in operational order, such as participating in the management of equipment calibration
- monitor the recording of quality and food safety information to confirm that records accurately reflect performance and meet the requirements of the food safety and quality programs
- participate in food recall procedures as required, within level of responsibility
- facilitate consultation processes according to enterprise procedures
- lead investigations of quality and food safety incidents according to enterprise procedures
- work cooperatively within a culturally diverse workforce

**Required knowledge*****Knowledge of:***

- sources of information and expertise on procedures and responsibilities for food safety relevant to the workplace
- principles of a HACCP-based approach to managing food safety, including identifying hazards that are likely to occur, establishing appropriate methods of control and confirming that controls are met
- basic concepts of quality assurance including hazards, risk assessment and control methods
- company programs and systems in place to manage and support quality and food safety in the workplace, which may involve separate or integrated programs, including systems for maintaining and updating documents, such as operating procedures and specifications
- clothing and footwear requirements for working in and/or moving between food handling areas, including personal clothing maintenance, laundering and storage requirements
- appropriate bandages and dressings to be used when undertaking food handling
- housekeeping requirements and responsibilities relating to own work, where relevant this includes use and storage of housekeeping/cleaning equipment
- procedures to follow in the event of pest sighting or discovery of infestation
- purpose and importance of cleaning and sanitation procedures
- legal obligations for food safety and quality, including an awareness of government legislation and customer requirements
- food safety and quality responsibilities and requirements relating to the work area
- awareness of common micro biological, physical and chemical hazards related to the foods handled in the work area, including the types of hazards likely to occur, the conditions under which they occur, possible consequences and control methods

**REQUIRED SKILLS AND KNOWLEDGE**

- to prevent occurrence
- suitable standard for materials, measuring devices, equipment and utensils used in the work area
- properties of food and ingredients used that affect food safety, including an understanding of related storage, processing and handling requirements
- current technical and process knowledge required to participate in investigations of food safety/quality hazards, risks and incidents within level of responsibility, including an understanding of common micro biological, physical and chemical hazards, related control methods and the way changes in equipment and/or processing methods can affect food safety and quality outcomes
- procedures for identifying unsafe and/or non-conforming product, including control points and evidence of out-of-specification product or materials
- sampling procedures, test methods and inspections
- options for responding to non-compliance, including legal responsibility, risk management and cost/implications of different responses and level of responsibility for decision making
- methods used in the workplace to isolate or quarantine food which may be unsafe
- waste collection, recycling, handling and disposal, including handling/disposal requirements for different types of waste, such as hazardous waste where relevant
- traceability and recall procedures within level of responsibility
- documentation system and procedures, including record keeping to meet both company and legal requirements, procedures for developing and/or reviewing workplace procedures, and document control systems used in the workplace
- auditing arrangements, roles and responsibilities as they relate to own work responsibilities, such as internal and external audit processes
- appropriate communication skills and techniques to convey information on quality and food safety requirements to others in the workplace
- cleaning and sanitation procedures where relevant
- impact of rework handling/addition on food safety where relevant
- sampling and test methods where relevant
- facilitation and consultation techniques where relevant



## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<p><b>Overview of assessment</b></p>	<p>Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.</p>
<p><b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b></p>	<p>Evidence of ability to:</p> <ul style="list-style-type: none"> <li>• describe quality and food safety program, risks and control measures of the work area</li> <li>• confirm that control measures are in place and that personnel in the work area are equipped and informed to implement programs</li> <li>• identify, address and follow up on non-compliances</li> <li>• identify causes of non compliances</li> <li>• conduct risk assessments and recommend responsive action</li> <li>• provide support to others to implement the programs</li> <li>• complete and maintain documentation.</li> </ul>
<p><b>Context of and specific resources for assessment</b></p>	<p>Assessment must occur in a real or simulated workplace where the assessee has access to:</p> <ul style="list-style-type: none"> <li>• food safety program for the work area which identifies critical control points, control measures and corrective action</li> <li>• quality policy, system and procedures</li> <li>• work area or system in which quality and food safety practices and procedures are to be monitored</li> <li>• personal protective clothing and equipment as required</li> <li>• review/audit arrangements</li> <li>• reporting and monitoring systems.</li> </ul>
<p><b>Method of assessment</b></p>	<p>This unit should be assessed together with other units of competence relevant to the function or work role. Examples could be:</p> <ul style="list-style-type: none"> <li>• FDFPPL3001A Participate in improvement processes</li> <li>• FDFPPL3004A Lead work teams and groups</li> <li>• BSBRES401A Analyse and present research</li> </ul>

<b>EVIDENCE GUIDE</b>	
	information.
<b>Guidance information for assessment</b>	To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<b>Work responsibilities</b>	Work responsibilities may include formal or informal responsibility for modelling appropriate quality/food safety policies and procedures and providing a support role to others in the work area
<b>Food safety program</b>	A food safety program is a written document that specifies how a business will control all food safety hazards that may be reasonably expected to occur in all food handling operations of the food business. The food safety program and related procedures must comply with legal requirements of the food safety standards and must be communicated to all food handlers. Where no food safety program is in place, food safety requirements may be specified in general operating procedures
<b>Quality systems</b>	Quality systems may be externally accredited, such as an ISO system, or internally designed and managed
<b>Workplace information</b>	<p>Workplace information may be provided in:</p> <ul style="list-style-type: none"> <li>• food safety and quality policies and programs</li> <li>• standard operating procedures (SOPs)</li> <li>• specifications</li> <li>• log sheets</li> <li>• written or verbal instruction incorporating food safety and quality requirements</li> </ul>
<b>Incidents</b>	<p>A food safety incident is:</p> <ul style="list-style-type: none"> <li>• a situation where the safe limits or parameters identified by the food safety program are not met</li> </ul> <p>A quality incident is:</p> <ul style="list-style-type: none"> <li>• a situation where the quality limits or parameters identified in specifications or</li> </ul>

<b>RANGE STATEMENT</b>	
	processing instructions are not met
<b>Monitoring</b>	<p>Monitoring describes the methods used to confirm that a food safety or quality hazard is in control, such as:</p> <ul style="list-style-type: none"> <li>• taking temperatures</li> <li>• collecting samples</li> <li>• conducting visual inspections</li> <li>• additional testing as required</li> </ul>
<b>Responsibility for identifying breaches of food safety procedures</b>	Responsibility for identifying breaches of food safety procedures and taking corrective action occurs in the context of the food safety program and within scope of responsibility
<b>Responsibility for identifying non-compliance against quality standards</b>	Responsibility for identifying non-compliance against quality standards occurs within the context of defined standards or specifications and relates to work area
<b>Personal hygiene requirements</b>	Minimum personal hygiene requirements are specified by the food safety program. At a minimum this must meet legal requirements as set out in the Food Safety Standard 3.2.2, Division 4:14 and/or state or territory legislation/regulations
<b>Reporting of health conditions and illnesses</b>	Reporting of health conditions and illnesses requirements are specified by the food safety program. At a minimum this must meet legal requirements as set out in Food Safety Standard 3.2.2, Division 4:13 and/or state or territory legislation/regulations
<b>Operator responsibilities</b>	<p>The operator at this level may not have direct responsibility for overseeing the training/development of team members. At a minimum they must be able to identify development needs of others in the work area and refer this information to the relevant personnel.</p> <p>The operator at this level may not have responsibility for independently assessing risks and determining the effectiveness of control measures. However, they would be expected to observe day-to-day effectiveness and participate in assessment and review processes. Responsibilities</p>

<b>RANGE STATEMENT</b>	
	at this level may include facilitating consultation processes within level of responsibility
<b>Record keeping</b>	Record keeping complies with customer, legal and food safety program requirements

**Unit Sector(s)**

<b>Unit sector</b>	Food safety
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**Competency field**

<b>Competency field</b>	
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**Co-requisite units**

<b>Co-requisite units</b>		